

ESS

Electronic Services System – Coordinating Committee Meeting

Agenda

Hybrid Meeting & Web Conference

2910 Westown Parkway, Suite 106,
West Des Moines, Iowa

May 14, 2026

10:00 A.M. to 2:00 P.M.

- **Welcome and Introductions**
- **April 9, 2026 – ESS Coordinating Committee Meeting Summary (p. 2-3) – Approval**
- **Financial Reports and Update**
 - **Quarterly Financial Reports (p. 4-9) - Approval**
 - **Audit Status – Update**
- **ESS Financial & Strategic Review – Discussion**
 - **April Metrics Review (p. 10)**
- **CY 2026 Budget Amendment (p. 11-15) – Approval**
 - **Employee Compensation Reviews (p. 16-17) – Approval**
- **Contracts and Agreements**
 - **LeanTechniques and We Write Code One-Year Extension (p. 18-20) - Approval**
 - **ReGov - Contract for New Local Service Provider (p. 21-56) – Approval**
 - **Enterprise Iowa Contract Extension (p. 57-58) – Approval**
- **Online Renewal System Discussion**
- **Other Project Update Items**
 - **E-Submission Distribution Issues**
 - **Public Website Pages Redesign (p. 59-62)**
 - **Notification System - 2nd Work Authorization (p. 63-64)**
 - **Legislative Update**
 - **CESAPI and CUAPI Transition Status**
 - **FY 2027 Annual Report**
 - **Wright County Recorder, Denise Baker**
- **Adjourn - Next Regular Meeting August 13, 2026 (tentative)**

**ESS Coordinating Meeting
April 9, 2026**

Attendance

ESS Coordinating Committee Members

Jamie Stargell, Adams County Recorder
Kisha Martin, Ringgold County Recorder
Travis Case, Grundy County Recorder
Jolynn Goodchild, Plymouth County Recorder
Natalie Steffener, Des Moines County Recorder

Julie Haggerty, Polk County Recorder
Melissa Bahnsen, Cedar County Recorder
David Erickson, Dentons Davis Brown
Jesse Huisman, Grundy County IT/ GIS Director

Other Participants

Ann Ditsworth, Dickinson County Recorder
Erin Canfield, Boone County Recorder
Megan Clyman, Davis County Recorder
Nancy Booten, Lee County Recorder

Sheri Jones, Jones County Recorder
Stacie Herridge, Story County Recorder
Teresa Olson, Worth County Recorder
Patty Hinnners, Scott County Recorder Staff

Jammie Hoffman, Iowa Land Records
Phil Dunshee, Iowa Land Records
Lisa Long, Iowa Land Records

Samantha McMahon, Iowa Land Records
Corrie Strasser, Iowa Land Records

Welcome

A hybrid meeting of the ESS Coordinating Committee was held via web conference and at the ESS office in Johnston. Chair Jamie Stargell called the meeting to order.

ESS Coordinating Committee Meeting Summary

The meeting summary of the ESS Coordinating Committee meeting on March 11th was reviewed.

Travis Case made a motion to approve the meeting summary with the amendment. Melissa Bahnsen seconded, and the motion was approved.

Contracts and Agreements

Notification System – Cott Systems

The Executive Director, Jammie Hoffman, and Project Manager, Phil Dunshee, provided an update on the contract agreement with Cott Systems to support the development of a Property Notification System. The system will be developed within the Iowa Land Records infrastructure to provide a centralized service, delivering email alerts to users when documents associated with a monitored name are recorded.

The vendor selection process followed procurement procedures modeled from the structures used by the State of Iowa. A Request for Quotes (RFQ) was shared with development providers that had existing contracts with ILR for a more seamless transition into the new project. Three proposals were received and evaluated based on qualifications, technical approach, expertise, and cost. The evaluation process included detailed proposal scoring and an interview process for the top two vendors. The process was conducted by an evaluation committee comprised of County Recorders, the IT representative on the Coordinating Committee, and the ILR Technical Lead. The evaluation committee unanimously recommended Cott Systems as the selected development vendor. Updates throughout the process were provided to the ESS Coordinating Committee and a Notice of Intent to Award was posted on the ILR website. The RFQ, Notice of Intent, and proposed contract amendment with Cott Systems were reviewed by legal counsel, Brick Gentry, prior to being presented to the Committee for consideration.

The ESS Committee reviewed and discussed a contract amendment to the existing contract with Cott Systems to initiate development of the Property Notification System. The project will be completed in seven phases and supported by a weekly status report. To support project continuity, the Committee Chair approved a contract extension, as authorized in the contract amendment previously approved by

the Committee, with Enterprise Iowa through June. Updates will be provided as development on the project moves forward.

Natalie Steffener moved to approve the contract amendment with Cott Systems to begin work on the Property Notification System. Melissa Bahnsen seconded the motion, and the motion was approved.

Electronic Submission – Hopdox

The Executive Director informed the Committee of a new electronic submission partner, Hopdox, a verified organization that has requested integration with the ILR E-Submission service. A proposed agreement between ESS and Hopdox was presented for review and approval. It was noted that the agreement outlines terms for coordinated electronic submission services and Hopdox as an authorized provider with ILR. The Committee was also informed of forward-looking considerations, including the anticipated transitions towards a REST/JSON API and related system planning to support long-term scalability. Policy considerations regarding future communication standards for declined group submissions were also noted to ensure transparency with the new submission partner.

Jolynn Goodchild moved to approve the agreement with Hopdox. Kisha Martin seconded the motion, and the motion was approved.

Other Project Updates

E-Submission Payment Distributions

The Accounting Coordinator provided an update on payment processing errors encountered through the USAePay system at the end of March 2026. Staff worked to identify the source of the issue and implemented interim solutions to maintain payment processing. Currently, payment distributions are being processed, and mitigation efforts remain in place.

The team continues to evaluate long-term solutions, including changing the daily processing time with a set cut-off time or switching to a different payment gateway partner. No decisions or recommendations have been made at this time, and updates will be provided as work progresses.

ESS Office Relocation Update

The Committee received an update on the relocation of the ILR team to the new office at 2910 Westown Parkway, Suite 106, in West Des Moines. The move has not disrupted services.

Adjournment

The meeting was adjourned. The next meeting of the ESS Coordinating Committee is scheduled for May 14, 2026 at the new office in West Des Moines.

Electronic Services System

Profit & Loss

January through March 2026

04/16/26

Accrual Basis

	Jan - Mar 26
Ordinary Income/Expense	
Income	
BudgetedIncome	
40000 · Money Market Interest Income	8,779.75
40100 · Bad Payment Fee	385.00
42000 · POSSERVICEFEE	25,087.40
43000 · SERVICEFEE	
43100 · ACH	204,618.00
43200 · CC	31,057.62
43300 · DRAWDOWN	46,308.00
Total 43000 · SERVICEFEE	281,983.62
47000 · Fund 255 Reimbursement	138,151.67
48200 · Local Serv. Prov. Maint. Acct.	
48100 · Cost Sharing Credit	-139,962.91
48200 · Local Serv. Prov. Maint. Acct. - Other	293,283.86
Total 48200 · Local Serv. Prov. Maint. Acct.	153,320.95
48900 · Misc. Income	100.00
Total BudgetedIncome	607,808.39
Total Income	607,808.39
Gross Profit	607,808.39
Expense	
Budgeted Expenses	
Administration	
Accounting Software-Services	5,860.00
60500 · Professional Fees	
Project Manager	38,250.00
60510 · Legal	6,750.00
60520 · Government Relations	6,500.00
60540 · Human Resources-Connectify	2,389.29
Total 60500 · Professional Fees	53,889.29
60700 · Ess Meetings	2,335.18
60800 · Office Operations	
60810 · Office Space Lease	14,372.00
60830 · Official Publication Expense	97.30
60860 · Telephone	618.39
60865 · Internet	750.00
60870 · Office Tech Support	1,112.00
60880 · Printing and Copying (Color-BW)	1,005.06
60895 · Miscellaneous	0.00
Total 60800 · Office Operations	17,954.75
Total Administration	80,039.22
Payment Expenses	
66100 · Bank Account Analysis Fee	4,134.63
66300 · Gateway Transaction Fees	
66315 · ProfSolOnlineTransFees	20,201.03
66310 · Vericheck OnlineTransactionFees	8,718.50
66320 · POSTransactionsFees	22,709.88
Total 66300 · Gateway Transaction Fees	51,629.41
Total Payment Expenses	55,764.04
61000 · Marketing-Communications	
61200 · Administrative/Marketing Coord	12,841.18
61300 · Education and Outreach	
61310 · ILR Annual Conference	18.25
61340 · Memberships	200.00

Electronic Services System

Profit & Loss

January through March 2026

04/16/26

Accrual Basis

	Jan - Mar 26
61350 · Conferences & Meetings	2,542.77
61370 · Software & Hosted Services	1,972.96
Total 61300 · Education and Outreach	4,733.98
Total 61000 · Marketing-Communications	17,575.16
62000 · Customer Support	
62100 · Account Manager	25,085.82
62130 · Customer Support Coordinator	9,938.65
Total 62000 · Customer Support	35,024.47
62500 · Accounting	
62510 · Accountant	19,325.11
Total 62500 · Accounting	19,325.11
63500 · ESS Executive Director	
63510 · Computer Equipment	2,384.50
63500 · ESS Executive Director - Other	3,967.21
Total 63500 · ESS Executive Director	6,351.71
64000 · ILR System Operations	
Software License-Maintenance	
64305 · JetBrains	3,662.74
64306 · Accusoft-PRIZM	27,555.00
64310 · Certificates- DigiCert	418.00
64319 · AWS	1,919.82
64322 · Slack	80.57
64326 · Atlassian	133.89
64327 · ZOOM	30.00
64328 · Microsoft	396.85
64330 · Dropbox	199.00
Total Software License-Maintenance	34,395.87
64100 · Development Team	
64110 · Technical Lead	35,082.79
64120 · Senior Developer	29,821.19
64130 · Technical Support & Development	15,316.30
Total 64100 · Development Team	80,220.28
64200 · External Development & Services	
64210 · FF Redaction Services	14,924.63
64225 · Technical Consulting	2,310.00
64240 · Data Center & Hosting Services	24,175.24
64250 · Domain Registration	62.92
Total 64200 · External Development & Services	41,472.79
64500 · Computing & Equip (CAP)	
64510 · Developer Equipment	951.11
Total 64500 · Computing & Equip (CAP)	951.11
Total 64000 · ILR System Operations	157,040.05
65000 · Local Maint. Expense	290,376.20
Total Budgeted Expenses	661,495.96
Total Expense	661,495.96
Net Ordinary Income	-53,687.57
Net Income	-53,687.57

Electronic Services System Profit & Loss January through March 2026

	Jan - Mar 26
Ordinary Income/Expense	
Income	
Budgeted Income	
40000 · Money Market Interest Income	8,779.75
40100 · Bad Payment Fee	385.00
42000 · POSSERVICEFEE	25,087.40
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48900 · Misc. Income	100.00
Total Budgeted Income	607,808.39
49000 · Revolving Income	
49300 · ERECORDING	
49100 · AUDITORFEE	120,660.00
49200 · TRANSFERTAX	6,149,940.00
49300 · ERECORDING - Other	2,236,413.00
Total 49300 · ERECORDING	8,507,013.00
49600 · POSPAYMENT	835,761.69
Total 49000 · Revolving Income	9,342,774.69
Total Income	9,950,583.08
Gross Profit	9,950,583.08
Expense	
Budgeted Expenses	
Administration	
Accounting Software-Services	5,860.00
60500 · Professional Fees	
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64225 · Technical Consulting	2,310.00
64240 · Data Center & Hosting Services	24,175.24
64250 · Domain Registration	62.92
Total 64200 · External Development & Services	41,472.79
64500 · Computing & Equip (CAP)	
64510 · Developer Equipment	951.11
Total 64500 · Computing & Equip (CAP)	951.11
Total 64000 · ILR System Operations	157,040.05

Electronic Services System
Profit & Loss
 January through March 2026

	Jan - Mar 26
65000 · Local Maint. Expense	290,376.20
Total Budgeted Expenses	661,495.96
Planned Reserve Expenses	
BF Redaction	2,022.50
HR Recruitment Expense	2,566.61
Office Fixtures and Equipment	9,997.99
Software Development-Consulting	10,737.10
Total Planned Reserve Expenses	25,324.20
61500 · Depreciation Expense	55,011.06
70000 · RevolvingExpenses	
ESSPayments	
70100 · COUNTYDISTRIBUTION	8,507,013.00
70200 · POSDISTRIBUTION	840,802.73
Total ESSPayments	9,347,815.73
Total 70000 · RevolvingExpenses	9,347,815.73
Total Expense	10,089,646.95
Net Ordinary Income	-139,063.87
Net Income	-139,063.87

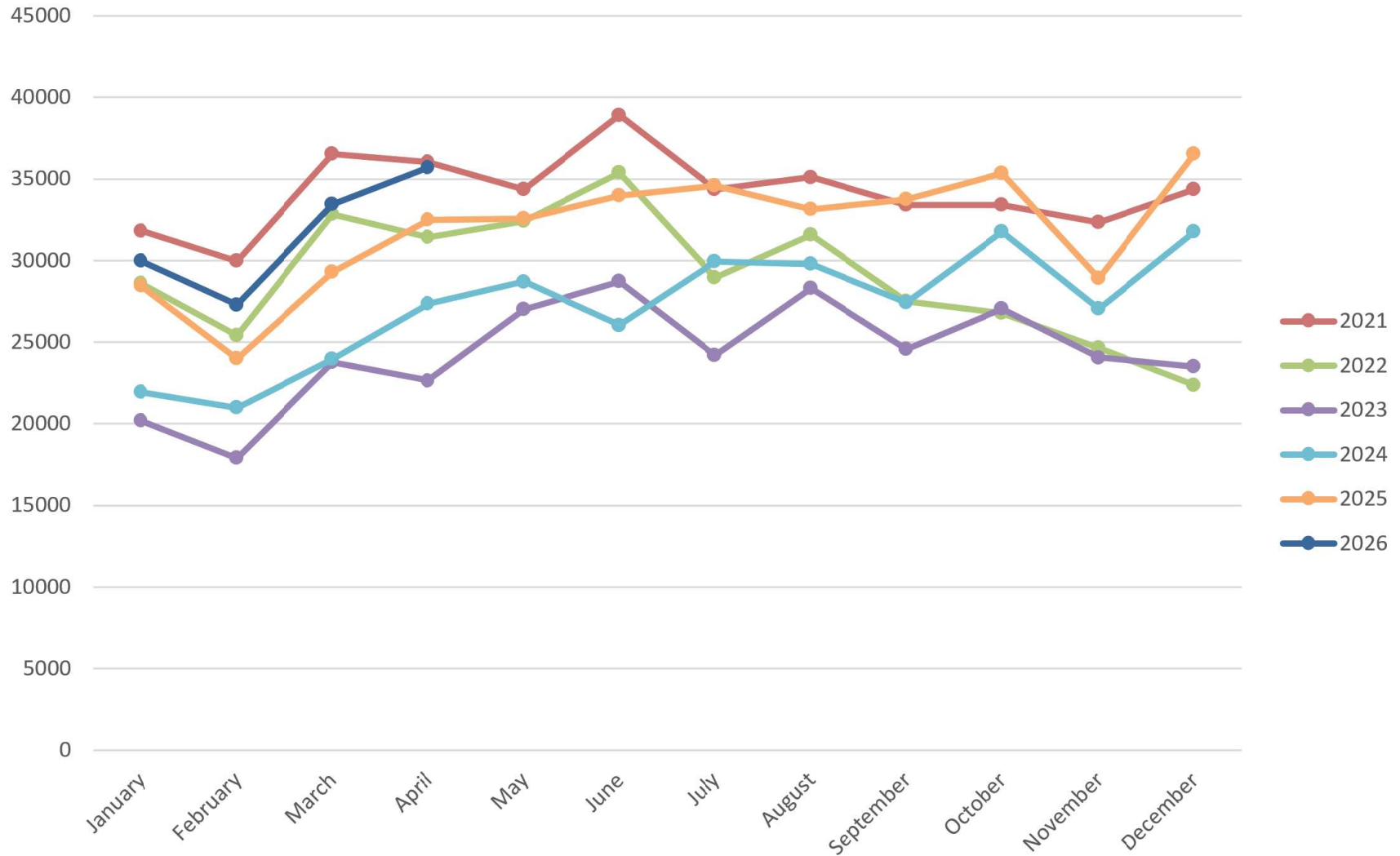
Electronic Services System

Balance Sheet

As of March 31, 2026

	<u>Mar 31, 26</u>
ASSETS	
Current Assets	
Checking/Savings	
107000 · BT-Settlement	997,759.90
109000 · BT Money Market Sweep Account	
109100 · Unrestricted Reserve Account	35,922.20
109200 · Software Dev & Equip Maint Rsrv	440,125.89
109300 · Redaction Reserve	48,548.45
109400 · Restricted Operating Reserve	100,000.00
109000 · BT Money Market Sweep Account - Other	390,430.89
Total 109000 · BT Money Market Sweep Account	<u>1,015,027.43</u>
Total Checking/Savings	2,012,787.33
Accounts Receivable	
12000 · Accounts Receivable	16,757.38
Total Accounts Receivable	16,757.38
Other Current Assets	
13000 · Due from State	42,869.16
14000 · Prepaid Expenses	192,474.97
Total Other Current Assets	<u>235,344.13</u>
Total Current Assets	2,264,888.84
Fixed Assets	
17001 · Developed Software	1,447,072.00
17900 · Asset in Process	165,282.01
18000 · Accumulated Depreciation	-1,282,999.58
19001 · Subscription Based IT Arrangeme	269,286.00
19002 · SBITA Amortization	-67,322.00
Total Fixed Assets	<u>531,318.43</u>
TOTAL ASSETS	<u><u>2,796,207.27</u></u>
LIABILITIES & EQUITY	
Liabilities	
Current Liabilities	
Accounts Payable	
20000 · Accounts Payable	28,290.38
Total Accounts Payable	28,290.38
Credit Cards	
21100 · BT Credit Card	13,197.98
Total Credit Cards	13,197.98
Other Current Liabilities	
DRAWDOWN	69,945.00
22000 · Accrued Compensation	54,912.21
22500 · Deferred Revenues	153,558.28
29001 · SBITA Liability - Current	88,683.00
Total Other Current Liabilities	<u>367,098.49</u>
Total Current Liabilities	408,586.85
Long Term Liabilities	
29002 · SBITA Liability - Noncurrent	116,617.00
Total Long Term Liabilities	<u>116,617.00</u>
Total Liabilities	525,203.85
Equity	
30000 · Opening Balance Equity	1,975,162.47
32000 · Retained Earnings	434,904.82
Net Income	-139,063.87
Total Equity	<u>2,271,003.42</u>
TOTAL LIABILITIES & EQUITY	<u><u>2,796,207.27</u></u>

E-Submission Trends



May 7, 2026

To: ESS Finance Subcommittee
ESS Coordinating Committee

From: Jammie Hoffman, Exec Director

Re: May 2026 ESS Budget Amendment

A proposed budget amendment for calendar year 2026 has been prepared for your review. The primary reasons for change are found in both the revenue and the expense categories. With respect to revenue, recording activity has been above projections, while POS has declined compared to previous projections. Overall, projected revenue is expected to increase by over \$21,000.

On the other hand, overall expenditures are projected to decline by more than \$11,000. As a result, projected net income would increase by over \$32,000.

Included with the May ESS committee packets is a spreadsheet that depicts the recommended amendments to the ESS 2026 budget. Items with the burnt orange background reflect the conversion of budget to actual. Items with a grey and pink background are proposed adjustments to the budget. Items with a light blue background are actual but unapproved costs in the months of March through May. Items in pink reflect the budget amendment that was approved in February. The following are the notable amendments or changes.

Income

- No change is projected for point-of-sale (POS)
- While first quarter income for E-Submission is up over original projections, we are not recommending an increase in the projection for the remainder of the year due to continued uncertainty in the economy.
- No change in monthly Fund 255 income is projected for the remainder of 2026 due to ongoing uncertainty in the economy.

Expenses

- No change has been made to the audit expense projections, but an adjustment has been made to the payment schedule to Denman.
- Staff compensation changes will be made on anniversary dates after reviews are completed. A line item was added for this reason. This is highlighted in yellow.
- The Project Manager compensation is included in the amendment for April - June.
- Expected insurance premium expenses are not expected to be over the projected amount.
- Firewall expense is an addition to the budget in this amendment. Previously the expense was included in the rent paid to the Project Manager.
- Office Space costs was increased for the new office deposit as well as rent at the previous and new office during the month of April.
- Internet was decreased to actual costs.
- Office Cleaning, utilities, and other common area expenses have been removed from the budget.
- Costs relating to the redesign focus group to attend an in-person testing meeting were added to the June expenses.
- No changes are projected for monthly expenses for forward file (recently recorded) redaction and data center services for the remainder of 2026.

- The projected monthly cost for E-Submission credit card payment fees has increased. POS credit card fees, which include PCI compliance fees are expected to decrease due to the decrease in recent activity.
- Travel expenses were increased to allow the team members to travel to District meetings as well as ISAC Summer School.
- The estimated cost of an open house at ESS offices during ISAC was added to the budget.

Action Requested: Approval of the proposed 2026 Budget Amendment. We will continue to monitor financial trends and be prepared to make further adjustments at the regularly scheduled governance meetings in August and November.

BUDGETED INCOME AND EXPENSES CY 2026 Budget Amendment

Income	2026 January	February	March	April	May	June	July	August	September	October	November	December	2026 Amended		Change	
													2026 Actual	021926		
BudgetedIncome																
Money Market Interest Income	2943.36	2880.85	2955.54	2428.92	2300.00	2300.00	2700.00	2700.00	2700.00	2700.00	2700.00	2700.00	32009.67	30643.36	1366.31	
Bad Payment Fee	105.00	280.00	0.00	490.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	35.00	1155.00	490.00	665.00	
POSSERVICEFEE	8639.70	7106.60	9341.10	10828.51	10000.00	10000.00	10000.00	10000.00	10000.00	10000.00	10000.00	10000.00	115915.91	118639.70	-2723.79	
ODSERVICEFEE	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ESUB SERVICEFEE	93207.14	85144.52	103631.98	113406.43	93000.00	93000.00	93000.00	93000.00	93000.00	93000.00	93000.00	93000.00	1139390.05	1116207.14	23182.91	
Expense Reimbursement - 255	49304.89	45544.89	43301.89	0.00	39745.25	90000.00	44000.00	44000.00	44000.00	44000.00	44000.00	44000.00	531896.92	533304.89	-1407.97	
Misc. Income	80.00	20.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	100.00	80.00	20.00	
MOU	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Event Income	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
ILR Conferences Registration Sponsorships	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	
Local Service Provider Maint.	-139962.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-139962.91	-139962.91	0.00	
Cost Sharing Credit	293283.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	293283.86	293283.86	0.00	
Local Maintenance Share																
Total BudgetedIncome	307601.04	140976.86	159230.49	127154.86	145080.25	195335.00	149735.00	149735.00	149735.00	149735.00	149735.00	149735.00	1973788.50	1952686.04	21102.46	

BUDGETED INCOME AND EXPENSES CY 2026 Budget Amendment

		2026												2026	2026	Change
		January	February	March	April	May	June	July	August	September	October	November	December	Actual	Amended	021926
Expense	Budgeted Expenses															
	Administration															
	Accounting Software-Services	5463.78	196.22	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	200.00	7660.00	7663.78	-3.78
	Annual Audits	0.00	0.00	0.00	7500.00	0.00	3500.00	0.00	850.00	0.00	0.00	0.00	0.00	11850.00	11850.00	0.00
	ESS Director	0.00	0.00	3967.21	10548.11	22500.00	16000.00	16000.00	16000.00	16000.00	22500.00	16000.00	16000.00	155515.32	173000.00	-17484.68
	Director Computing Equipment	0.00	0.00	2384.50	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2384.50	5000.00	-2615.50
	Professional Fees															
	Project Manager	12750.00	12750.00	12750.00	8000.00	7000.00	6000.00	0.00	0.00	0.00	0.00	0.00	0.00	59250.00	38294.00	20956.00
	Legal Fees	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	2250.00	27000.00	27000.00	0.00
	Government Relations	2500.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	2000.00	24500.00	24500.00	0.00
	Human Resources	692.28	827.66	869.35	927.04	1395.00	940.00	940.00	940.00	940.00	1395.00	940.00	940.00	11746.33	11942.28	-195.95
	Compensation adjustments	0.00	0.00	0.00	0.00	0.00	620.00	620.00	1236.00	1236.00	1236.00	1588.00	1588.00	8124.00	0.00	8124.00
	Insurance	0.00	0.00	0.00	92.00	0.00	5000.00	45000.00	0.00	0.00	0.00	0.00	0.00	50092.00	50000.00	92.00
	ESS Meetings	0.00	2273.70	79.73	9.47	1200.00	0.00	0.00	1200.00	0.00	0.00	1200.00	0.00	5962.90	4800.00	1162.90
	Office Operations															
	Office Space	3050.00	3050.00	8272.00	6522.00	3472.00	3472.00	3472.00	3472.00	3472.00	3472.00	3472.00	3472.00	48670.00	46950.00	1720.00
	Office Supplies	0.00	0.00	0.00	0.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	400.00	450.00	-50.00
	Official Publication Expense	20.72	27.13	49.45	40.64	45.00	45.00	45.00	45.00	45.00	45.00	45.00	45.00	497.94	515.72	-17.78
	Postage	0.00	0.00	0.00	0.00	0.00	78.00	0.00	0.00	78.00	0.00	0.00	78.00	234.00	312.00	-78.00
	Telephone	206.13	206.13	206.13	206.13	240.00	240.00	240.00	240.00	240.00	240.00	240.00	240.00	2744.52	2816.13	-71.61
	Internet	250.00	250.00	250.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	1650.00	3000.00	-1350.00
	Firewall NetSwitch Access Pts	0.00	0.00	0.00	0.00	180.00	180.00	180.00	180.00	180.00	180.00	180.00	180.00	1440.00	0.00	1440.00
	Office Cleaning	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1440.00	0.00	1440.00
	Utilities	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1350.00	0.00	1350.00
	Other Common Area Expenses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3600.00	0.00	3600.00
	Office Tech Support	419.00	349.00	344.00	1389.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	400.00	5701.00	5419.00	282.00
	Printing and Copying (Color-BW)	335.02	335.02	335.02	335.02	340.00	340.00	340.00	340.00	340.00	340.00	340.00	340.00	4060.08	4075.02	-14.94
	Miscellaneous Expenses	30.18	-30.18	0.00	150.00	0.00	0.00	0.00	125.00	0.00	0.00	0.00	50.00	325.00	287.64	37.36
	Total Administration															
	Marketing-Communications															
	Communications Coordinator	4214.87	4638.16	3988.15	4303.49	6525.00	4375.00	4375.00	4375.00	4375.00	6525.00	4375.00	4375.00	56444.67	56639.87	-195.20
	Administrative/Marketing Support	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Computing Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Education & Outreach															
	ILR Conferences	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Tradeshows/Exhibits/Sponsorships	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Seminars & Workshops	0.00	0.00	0.00	0.00	0.00	3000.00	0.00	0.00	0.00	0.00	0.00	0.00	3000.00	0.00	3000.00
	Memberships	200.00	0.00	0.00	0.00	0.00	600.00	0.00	0.00	0.00	0.00	0.00	0.00	800.00	800.00	0.00
	Conferences and Meetings	645.00	1858.77	39.00	68.15	345.00	500.00	0.00	2500.00	125.00	125.00	0.00	0.00	6205.92	5645.00	560.92
	Campaigns	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Software, Equipment and Hosted Services	524.38	589.99	858.59	646.67	610.00	610.00	610.00	610.00	610.00	810.00	1800.00	610.00	8889.63	8624.38	265.25
	Marketing Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Promotional Expenses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total Marketing-Communications															
	Customer Support															
	Account Manager	8385.13	8352.75	8347.94	8342.94	12100.00	8600.00	8600.00	8600.00	8600.00	12100.00	8600.00	8600.00	109228.76	109985.13	-756.37
	Coordinator	3100.10	3578.49	3260.06	3311.58	5000.00	3300.00	3300.00	3300.00	3300.00	5000.00	3300.00	3300.00	43050.23	42800.10	250.13
	Computing Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Professional Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Total Customer Support															
	Accounting															
	Accounting Coordinator	6447.35	6459.07	6418.69	6472.32	9300.00	6400.00	6400.00	6400.00	6400.00	9300.00	6400.00	6400.00	82797.43	82647.35	150.08
	Accountant Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

BUDGETED INCOME AND EXPENSES CY 2026 Budget Amendment

			2026												2026 Amended		Change
			January	February	March	April	May	June	July	August	September	October	November	December	2026 Actual	021926	
ILR System Operations	Development Team	Technical Lead	11725.28	11683.28	11674.23	11673.46	17100.00	11750.00	11750.00	11750.00	11750.00	17100.00	11750.00	11750.00	151456.25	151675.28	-219.03
		Senior Developer	9970.50	9928.50	9922.19	9919.61	15000.00	10000.00	10000.00	10000.00	10000.00	15000.00	10000.00	10000.00	129740.80	129970.50	-229.70
		Technical Support & Development Developer	0.00	6469.87	8846.43	8386.60	15000.00	10000.00	10000.00	10000.00	10000.00	15000.00	10000.00	10000.00	113704.90	120000.00	-6295.10
		Professional Development	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	External Development & Services	FF Redaction Services	4681.05	4386.55	5857.03	5500.00	5500.00	5500.00	5500.00	5500.00	5500.00	5500.00	5500.00	5500.00	64424.63	65181.05	-756.42
		BF Redaction Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Software Development Services	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Technical Consulting	1400.00	0.00	910.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2310.00	5600.00	-3290.00
		Data Center & Hosting Services	8048.67	8054.24	8072.33	8072.33	8200.00	8200.00	8200.00	8200.00	8200.00	8200.00	8200.00	8200.00	97847.57	98248.67	-401.10
		Domain Registration	21.66	0.00	41.26	0.00	0.00	0.00	40.00	0.00	0.00	0.00	0.00	0.00	102.92	101.66	1.26
	Software-License-Maintenance	Accusoft-PRIZM	0.00	0.00	27555.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	27555.00	27500.00	55.00
		AWS	629.46	644.85	645.51	655.35	750.00	750.00	750.00	750.00	750.00	750.00	750.00	750.00	8575.17	8879.46	-304.29
		Certificates	0.00	418.00	0.00	110.00	0.00	0.00	0.00	0.00	0.00	0.00	400.00	0.00	928.00	900.00	28.00
		DB2	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13000.00	0.00	0.00	0.00	0.00	13000.00	13000.00	0.00
		Dropbox	199.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	199.00	199.00	0.00
		JetBrains	122.74	3540.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3662.74	2622.74	1040.00
		JIRA	43.33	47.23	43.33	47.23	47.00	47.00	47.00	47.00	47.00	47.00	47.00	47.00	557.12	483.33	73.79
		Slack	0.00	44.34	36.23	0.00	0.00	0.00	0.00	800.00	0.00	0.00	0.00	0.00	880.57	800.00	80.57
		Zoom	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	10.00	1000.00	1110.00	1110.00	0.00
		Microsoft	115.00	135.16	146.69	140.00	146.69	146.69	146.69	146.69	146.69	127.50	127.50	127.50	1652.80	1517.50	135.30
		SUSE	0.00	0.00	0.00	0.00	0.00	6500.00	0.00	0.00	0.00	0.00	0.00	0.00	6500.00	6500.00	0.00
	Computing and Equipment (Cap.)	Developer Equipment	951.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	951.11	924.67	26.24
		System Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Local CC Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total ILR System Operations			164250.40	126125.80	0.00	0.00	3319.10	0.00	0.00	0.00	0.00	0.00	0.00	1203.06	294896.36	293283.87	1614.49
Local Maint, Expense			164250.40	126125.80	0.00	0.00	3319.10	0.00	0.00	0.00	0.00	0.00	0.00	1203.06	294896.36	293283.87	1614.49
Payment Expenses			1748.04	1236.08	1150.51	1307.26	1400.00	1400.00	1400.00	1400.00	1400.00	1400.00	1400.00	1400.00	16641.89	17148.04	-506.15
		Bank Account Analysis Fee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Bank Service Charges	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Gateway Transaction Fees	1748.04	1236.08	1150.51	1307.26	1400.00	1400.00	1400.00	1400.00	1400.00	1400.00	1400.00	1400.00	16641.89	17148.04	-506.15
		OnlineTransactionFees - PS	7340.27	6518.72	6342.04	5647.73	8227.80	6500.00	6500.00	5200.00	5200.00	5200.00	5200.00	5200.00	73076.56	64540.27	8536.29
		OnlineTransactionFees - Vericheck	3151.85	2996.71	2569.94	2969.41	3407.72	3000.00	3000.00	3000.00	3000.00	3000.00	3000.00	3000.00	36095.63	36151.85	-56.22
		POSTransactionsFees	9298.79	7253.13	6157.96	7345.73	8451.80	9000.00	12000.00	9000.00	9000.00	11000.00	11000.00	11000.00	110507.41	130298.79	-19791.38
		Total Gateway Transaction Fees	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		Bad Debt	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Payment Expenses			275191.09	239454.37	146850.50	125201.27	161812.11	141603.69	164465.69	134216.69	115944.69	150602.50	120864.50	120395.56	1896602.66	1908044.28	-11441.62
Total Budgeted Expenses			275191.09	239454.37	146850.50	125201.27	161812.11	141603.69	164465.69	134216.69	115944.69	150602.50	120864.50	120395.56	1896602.66	1908044.28	-11441.62
Net Budgeted Income			32409.95	-98477.51	12379.99	1953.59	-16731.86	53731.31	-14730.69	15518.31	33790.31	-867.50	28870.50	29339.44	77185.84	44641.76	32544.08

April 30, 2026

To: ESS Finance Committee and ESS Coordinating Committee

From: Jammie Hoffman

Re: Budget Amendment – Employee compensation change approval

Background

ESS/ILR has typically requested employee pay increases through memos during the budget amendment processes. The budget has consistently reflected pay increases through the budget under the Budgeted Expenses and individual roles line items (i.e. Customer Support, Development Team, Accounting, etc.).

Change Requested

Moving forward, the Executive Director is requesting to create a separate line item for compensation adjustments related to increases in employee compensation rather than sending memos for each increase. This allows the Executive Director to be proactive in providing compensation adjustments for employees at the time of the performance reviews. As a proactive measure, the budget amendment for 2026 and the budget template for 2027 will show this compensation increase line item. Upon successful completion of the performance reviews and aligned compensation increases, the budget will show the adjustment amount for each employee/role after the review and the compensation increase line item will decrease by that amount.

A Proactive Approach

Typically, employees and employers are aware that the cost of living and inflation increases will result in increased compensation. By planning for this upfront, the need to adjust the budget to reflect this expected expenditure can be avoided and reduce communication for each employee's increase. This approach also allows for performance compensation and increases employee motivation, goal setting and achievement.

2026 Adjustment Details

The Accounting Coordinator and Senior Developer completed their reviews with the new Executive Director in April 2026.

Recommended compensation adjustments are as follows for reviews conducted in April:

Senior Developer (3/31 start date): 3% compensation increase

- 55.67/hour to 57.34/hour

Accountant (4/21 start date): 5% compensation increase – increased tasks aligned to role and performed above average with taking on additional responsibilities during the office move, director search, and HR system conversions and functions.

- 32.50/hour to 34.13/hour

Reviews planned for 2026:

Account Coordinator (7/11 start date): 3% compensation increase

- 34.78/hour to 35.82/hour

Account Manager (7/21 start date): 6% compensation increase – increased tasks aligned to role and performed above average with taking on additional responsibilities during the office move, director search, travel and conferences, and training of new director.

- 39.68/hour to 42.06/hour

Technical Lead (10/7 start date): 3% compensation increase

- 61.33/hour to 63.17/hour



**Electronic Services System
2910 Westown Parkway Suite 106
West Des Moines, IA 50266**

The remaining employees will have reviews/start dates in January and will not receive an adjustment until their performance review and those will be reflected in the 2027 budget.

Communications Coordinator (1/4 start date)

Technical Support & Development (1/26 start date)

Executive Director (3/2 start date)

Thank you for your consideration!

April 30, 2026

To: ESS Coordinating Committee

From: Jammie Hoffman, Executive Director

Re: Extending Vendor Agreements for We Write Code and LeanTECHniques Approval

Background

ESS/ILR has existing contracts with software development vendors We Write Code (WWC) and LeanTECHniques (LT). Their agreements are expiring on June 30, 2026, and we would like to extend the agreements to June 30, 2027.

ESS/ILR has partnered with both WWC and LT for software development projects such as Search 2.0. Having the open agreements allows ESS/ILR to request RFQs and software development services without developing a new vendor contract.

Existing Agreements

Lean TECHniques has a master agreement for Maintenance and Support dated July 1, 2021 that is active through June 30, 2026.

We Write Code has a similar master agreement for maintenance and Support dated July 1, 2021 that is active through June 30, 2026

Extension Agreements

Lean TECHniques has a drafted agreement to extend the current maintenance and support agreement for one more year with an expiration of June 30, 2027.

We Write Code has a drafted agreement to extend the current maintenance and support agreement for one more year with an expiration of June 30, 2027.

We request your approval to move forward with signing the extension contracts for one more year.

Thank you!

Contract Terms and Conditions

Amendment Number 1

This first amendment to the Maintenance and Support Agreement (Agreement) made and effective as of July 1, 2021, by and between the Electronic Services System (ESS) and Lean TECHNIQUES , Inc. (“LT” and “Service Provider” or “Vendor”) 9131 Northpark Drive, Johnston, IA 50131, a company organized under the laws of the State of Iowa. The parties agree to extend the Agreement for the first one-year period, July 1, 2026 to June 30, 2027, as provided in the Master Agreement Overview.

1. Overview. The following text is inserted following the opening paragraph of the Overview section of the Master Agreement between ESS and LT.

The Term of the agreement is extended to June 30, 2027.

1. General Provisions - Notices. Instructions regarding Notices are amended by striking the current notice requirements and inserting in lieu thereof the following.

Notices. Notices under this Agreement shall be in writing and delivered to the representative of the Party to receive notice (identified below) at the address of the Party to receive notice as it appears below or as otherwise provided for by proper notice hereunder. The effective date for any notice under this Agreement shall be the date of delivery of such notice (not the date of mailing) which may be affected by certified U.S. Mail return receipt requested with postage prepaid thereon or by recognized overnight delivery service, such as Federal Express or UPS:

If to the Agency:

Jammie Hoffman
Electronic Services System
2910 Westown Parkway #106
West Des Moines, IA 50266
515.635.4580
jammie@clris.com

If to Vendor (Service Provider):

Danielle Brommer
Lean TECHNIQUES
9131 Northpark Drive
Johnston, IA 50131
515.518.8060
dbrommer@leantechniques.com

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment to the Agreement and have caused their duly authorized representatives to execute this Amendment to the Agreement.

Electronic Services System

Service Provider

By: _____

By: _____

Name: Jammie Hoffman

Name: Danielle Brommer

Title: Executive Director

Title: Chief Growth Officer
Lean TECHNIQUES
9131 Northpark Drive
Johnston, IA 50131

Date: July 1, 2026

Date: July 1, 2026

DRAFT

April 28, 2026

To: ESS Finance Committee, ESS Coordinating Committee

From: Jammie Hoffman

Re: ReGov Service Provider Contract

Background

ReGov, a new land records management system, contacted ILR with a request for integration. A few Iowa counties have signed contracts with ReGov. The development was originally planned to be completed in 1-2 years but it is ahead of schedule and reached out to learn about the API requirements for integration.

Initial Meeting

The Executive Director responded with the Swagger pages for the technical requirements and a meeting was held with the ESS/ILR Technical Lead, Executive Director and ReGov's developer and business contact on April 6, 2026.

Timeline and Details

The ReGov developer sent initial API requirements to the Technical Lead for review.

ILR requested the IP addresses and their contacts for the Service Provider agreement. Additionally, some high-level timeline discussions were had to understand the support in migrations and integrations. The timeline is currently 4-6 months (August – October, 2026).

The agreement is pending approval from the ESS Coordinating Committee and is attached.

Initial Counties to integrate with ReGov includes Pocahontas and Adams.

Maintenance and Support Agreement

And

Electronic Services System

August 1, 2026

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DRAFT

This Maintenance and Support Agreement dated to be effective as of August 1, 2026, is made by and between ReGov LLC (“ReGov” and “Service Provider”) 1400 Peregrine Point Dr. Sarasota, FL, and the Electronic Services System, 2910 Westown Parkway, West Des Moines, IA 50266 (“ESS”).

Section 1. Preamble

WHEREAS, Service Provider provides software, consulting, and support services to which enables county recorders to provide services to the public including but not limited to electronically indexing and/or recording documents and the archiving of electronic images of such documents; and

WHEREAS, the Electronic Services System and Service Provider have previously executed and implemented prior agreements for maintenance and support services and/or other software development and technology consulting services; and

WHEREAS, governance of the Electronic Services System (ESS) is provided through an intergovernmental agreement established under Chapter 28E of the Iowa Code, operating under the direction of county recorders and in cooperation with the Iowa County Recorders Association; and

WHEREAS, the Service Provider has continuously provided a nonexclusive, perpetual, fully paid-up License for software developed to integrate with systems developed and maintained by ESS in service to county recorders; and

WHEREAS, Service Provider has provided maintenance and support for the systems established to exchange information with ESS and to facilitate the specified business functions in service to ESS and county recorders in their client counties pursuant to prior agreements; and

WHEREAS, ESS and Service Provider desire to establish an updated maintenance and support agreement to ensure the ongoing and successful operation of ESS systems including but not limited to the Iowa Land Records system;

NOW, THEREFORE, in consideration of the foregoing recitals and of the mutual covenants contained herein, along with other good and valuable consideration, the receipt of which is hereby acknowledged, Service Provider and ESS hereby agree as follows.

Section 2. Definition of Terms

Agreement - this Maintenance and Support Agreement.

API - an application program interface, a set of routines, protocols, and tools for building or integrating software applications. It can be described as an interface between two applications. This interface defines how the two communicate with each other using requests and responses.

Complete Recorded Document - A recorded document which includes a document image in an authorized format accompanied by a minimum amount of associated data including at least one (1) party name, a correctly mapped document type, the recording number used by a County (instrument number and/or the book and page numbers, and the date and time of recording).

Conversion - The process undertaken by a County to convert from one product version or type of Service Provider System to another Service Provider System provided by the same Service Provider, even when the product is delivered by a different division, branch, or affiliate of the Service Provider's company.

County - any county which is a member of, or participates in, the Electronic Services System, and which participates in the electronic delivery of government services including but not limited to the Iowa Land Records system.

County Operating Hours - the hours of normal operation of the land records recording office of the applicable County during which documents are accepted or processed for recording.

Data - information which is transmitted to or received by a County, another government entity, the Electronic Services System, or any private organization or citizen.

Defect - a flaw in the Deliverables that prevents the exchange of Data or the operation of a business function.

Deficiency - a failure, omission, interruption of service, or other problem of any nature whatsoever with respect to a Deliverable, including but not limited to any failure of a Deliverable to conform to or meet an applicable Specification.

Deliverables - the goods and services to be provided by Service Provider to ESS and each County as more specifically set forth in the exhibits attached hereto as Exhibits A, B and C where applicable.

Derivative Works – any modification of a Service Provider system which is required to integrate with an ESS API.

Developments - any HTML pages, database designs, training materials, application documentation, and any portion of application software specifically developed for ESS and each County.

Document Images – Images which are submitted for recording through the ILR E-Submission service in PDF format, which after recording are converted to the format specified by a County and Service Provider System for permanent archiving by the County, or images or recorded documents which are transferred to ESS and Iowa Land Records for public, registered user access through the Iowa Land Records web site.

Documentation - all technical information, commentary, design documents, code and test materials, training materials and guides, operator's or user's manuals, technical manuals, worksheets, and all other information, documentation and materials related to or used in conjunction with the Deliverables.

Electronic Services System (ESS) - the 28E governmental organization established by Iowa counties to facilitate the electronic delivery of government services.

Electronic Services System API (ESS API) - Any API created, owned and maintained by the Electronic Services System including CESAPI (County E-Submission) and CUAPI (County Upload).

Electronic Services System Policies and Procedures – The official policies and procedures adopted by the ESS Coordinating Committee. As provided in Section 331.604 of the Code of Iowa, Subsection 3a, each county shall comply with the policies and procedures established by the governing board.

ESS Land Records Database - The ESS and Iowa Land Records application for receiving property information and other information and images from a County system and from a Service Provider System for the purpose of providing a comprehensive county land record information system.

E-Submission - the act or practice of electronically submitting and receiving documents for recording and archiving by a County or county recorder.

Fully Indexed Recorded Document - A recorded document which includes a document image in an authorized format accompanied by all of the data indexed in the Service Provider System including: all party names (correctly parsed), a correctly mapped document type, location or legal descriptions (correctly parsed), the recording number used by a County (number and/or the book and page numbers), and the date and time of recording, the recording reference number for any associated document archived in

the Service Provider System, the Unique Code Value permanently assigned to the document, and the Parcel Identification Number, if present in Recorder's index.

Iowa Land Records (ILR) - The applications and associated web sites and pages created, owned and maintained by the Electronic Services System to provide electronic access to recorded public documents, to facilitate E-Submission and electronic recording and to provide other electronic services.

Migration – The process undertaken by a County to migrate from one Service Provider or Service Provider System to another Service Provider or Service Provider System.

Party - the Service Provider and ESS individually.

Parties - the Service Provider and ESS collectively.

Recorder's Association File Transfer Module - The term previously used to describe Service Provider ESS API Developments, and the software which is subject to the Software License Agreement granted by a Service Provider as described herein.

Service Provider – ReGov

Service Provider ESS API Developments - all Developments provided by the Service Provider to facilitate the integration with the ESS API and the exchange of Data between a County and Iowa Land Records or other ESS systems including but not limited to the following: software, software deliverables, pre-existing work, Derivative Works, and any other applicable resources. Service Provider ESS API Developments are expected to facilitate the objectives of Iowa Land Records including but not limited to quality and timely public access to land record information and Data, and quality and timely processing of electronically submitted documents through the Iowa Land Records E-Submission Service.

Service Provider System - the system of software provided by the Service Provider to a County for the purpose of performing various local County functions. A Service Provider System may include but is not limited to a local land records management system.

Service Provider Counties - the Iowa Counties which are clients of the Service Provider. For the purposes of this Agreement, a Service Provider County receives local land records management services through the Service Provider System.

Software License Agreement - a Software License Agreement by and between Service Provider and ESS.

Third Party - a person or entity including, but not limited to any form of business organization, such as a corporation, partnership, limited liability corporation, association, etc., other than ESS or the Service Provider.

Section 3. Scope of Work

3.1 Software License Agreement

Service Provider agrees to provide ESS a nonexclusive, perpetual, fully paid-up right to use the Service Provider ESS API Developments and Derivative Works. Where applicable, this is a continuance of the license agreements established pursuant to prior agreements for Maintenance and Support Services.

All Deliverables and Data provided by the Service Provider in service to ESS, excluding Service Provider ESS API Developments, Service Provider Derivative Works, and other Service Provider pre-existing work, shall be owned by ESS.

The ESS API, the Iowa Land Records (ILR) system, ESS pre-existing work and all other Developments produced by ESS or by a Third-Party producing Developments in service to ESS, shall be owned by ESS.

Service Provider ESS API Developments, Service Provider Derivative Works, and other Service Provider pre-existing work shall be owned by the Service Provider.

3.2 Scope of Work

Service Provider shall provide to ESS and the Service Provider Counties the maintenance and support services as set forth in the attached Exhibits including Exhibit A - Scope of Work.

3.3 Specifications and Performance Standards

Service Provider shall conform to the Specifications and Performance Standards published by ESS and as described in Exhibit B. Such Specifications and Performance Standards are incorporated herein by this reference as if fully set forth in this Agreement.

Processes for publishing and updating Specification and Performance Standards, procedures for providing Service Providers with advance notice of any Specification and Performance Standards updates, and any required implementation time frames are set forth in Exhibit B – Publication of Specifications and Performance Standards.

3.3 Amendments

The Parties agree that this Agreement, including Exhibit A - Scope of Work and Exhibit B Specifications and Performance Standards may be revised, replaced, amended, or deleted at any time during the Term of this Agreement to reflect changes in services, Deliverables, Developments, Service Provider ESS API Developments, and Documentation upon the mutual written consent of the Parties.

Section 4. Compensation.

In consideration of Service Provider providing ESS and Service Provider Counties with the Deliverables, Developments, Service Provider ESS API Developments and Documentation as specified in Exhibits A and B, subject to all terms and conditions, Service Provider shall be entitled to receive fees as stated herein. It is expressly understood and agreed that in no event will the standard fees or compensation paid per Service Provider County hereunder exceed the sum of \$3319.10 plus the cost-of-living adjustment (COLA), published in October 2026 by the Social Security Administration, not to exceed 3.5 percent, which may be billed on January 1, 2027.

The Service Provider Counties for the Term shall be jointly identified by ESS and the Service Provider for the period. The identification of Service Provider Counties shall be completed as soon as practicable, not later than the first business day of January 2027.

Except as otherwise amended by the Electronic Services System (ESS) through approved change vehicles, ESS shall not be required to pay any additional fees, expenses, costs, charges, or other amounts in connection with the Deliverables, Developments, Service Provider ESS API Developments, and Documentation to be provided hereunder other than as expressly stated herein.

Section 5. Term

The initial Term of this Agreement is one year; January 1 2027 through December 31, 2027 (the "Term").

The Term of this Agreement may be extended for subsequent calendar year periods subject to the mutual written agreement of the Parties

Notwithstanding anything in this Agreement to the contrary, ESS shall have the right to terminate this Agreement without penalty upon at least thirty (30) days advance written notice if there is a change in Iowa law or if the Electronic Services System 28E agreement is modified in a manner which, in the sole opinion of ESS, results in funds which are insufficient to allow ESS to meet its obligations under this Agreement or to operate as required and to fulfill its obligations under this Agreement.

Section 6. General Provisions

6.1 Third Party Beneficiaries

There are no Third-Party beneficiaries to this Agreement. This Agreement is intended only to benefit ESS and the Service Provider.

6.2 Entire Agreement

This Agreement represents the entire Agreement between the Parties concerning the subject matter hereof, and neither Party is relying on any representation that may have been made which is not included in this Agreement. Service Provider acknowledges that it has thoroughly read this Agreement and all related schedules, exhibits, and other documents and has had the opportunity to receive competent advice and counsel necessary for it to form a complete understanding of all rights and obligations herein and to accept same freely and without coercion of any kind.

6.3 Cumulative Rights

The various rights, powers, options, elections and remedies of the Parties provided in this Agreement shall be construed as cumulative and no one of them is exclusive of the others or exclusive of any rights, remedies or priorities allowed by law, and shall in no way affect or impair the right of the Parties to pursue any other contractual, equitable or legal remedy to which a Party may be entitled as long as any default remains in any way not remedied, unsatisfied, or unresolved. The election by a Party of any one or more remedies shall not constitute a waiver of the right to pursue other available remedies.

6.4 Severability

If any provision of this Agreement is determined by a court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of this Agreement.

6.5 Authorization

Service Provider represents and warrants that it has the right, power, and authority to enter into and perform its obligations under this Agreement and that it has taken all requisite action (corporate, statutory, or otherwise) to approve execution, delivery and performance of this Agreement, and this Agreement constitutes a legal, valid and binding obligation of Service Provider, enforceable in accordance with its terms.

6.6 Successors in Interest

All the terms, provisions, and conditions of the Agreement shall be binding upon and inure to the benefit of the Parties' hereto and their respective successors, assigns, and legal representatives.

6.7 Headings or Captions

The section headings or captions are for identification purposes only and do not limit or construe the contents of the sections.

6.8 Multiple Counterparts

This agreement may be executed in two or more counterparts, any one of which shall be an original without reference to the others.

6.9 Not a Joint Venture

Nothing in this Agreement shall be construed as creating or constituting the relationship of the partnership, joint venture, (or other association of any kind or agent/principal relationship) between the Parties hereto. Each Party shall be deemed an independent contractor contracting for services and acting toward the mutual benefits expected to be derived from the Agreement. No Party, unless otherwise specifically provided for herein, has the authority to enter into any agreement or create an obligation or liability on behalf of, in the name of, or binding upon, another Party to this Agreement.

6.10 Additional Provisions

The Parties agree that if an Addendum, Rider, Schedule, Appendix or Exhibit is attached hereto by the Parties, and referred to herein, then the same shall be deemed incorporated herein by reference.

6.11 Further Assurances and Corrective Instruments

The Parties agree that they will, from time to time, execute, acknowledge, and deliver, or cause to be executed, acknowledged, and delivered, such supplements hereto and such further instruments as may reasonably be required for carrying out the expressed intention of this Agreement.

6.12 Interpretation

This Agreement will be deemed to have been prepared jointly. "Including" means "including without limitation."

Section 7. Limitation of Liability

7.1 Limitation of Liability

In no event shall either Party (including their respective officers, employees, shareholders, members, contractors, agents, and representatives) be liable to the other Party for indirect, special, incidental, or consequential damages, even if advised of the possibility of such damages.

Each Party, their successors and assigns (the “Indemnifying Party”) agree to indemnify and hold harmless the other Party, its employees, officers, agents, representatives, contractors, officers, shareholders, members board members and officials (collectively, the “indemnitee”) from and against any and all claims or demands for liability, loss, damage, costs, expenses, or reasonable attorney’s fees to the extent that the foregoing arise out of or result from the negligent acts or omissions of the Indemnifying Party in connection with any undertaking arising out of or otherwise related to this Agreement.

The aggregate liability of either Party for any claim, breach, or alleged breach arising under this Agreement shall be limited to the compensation amount specified in Section 4 for the initial Term of this Agreement or any subsequent annual extension period during which the claim arises.

This Section 7.1 shall survive termination of this Agreement.

Section 8. Signatures

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the Parties have entered into the above Agreement and have caused their duly authorized representatives to execute this Agreement.

By: _____

Jammie Hoffman
Executive Director
Electronic Services System
2910 Westown Parkway Suite 106
West Des Moines, IA 50266

Date: _____

By: _____

Chief Executive Officer
ReGov
1400 Peregrine Point Dr. Sarasota, FL

Date: _____

DRAFT

Exhibit A: Scope of Work

Overview

The Electronic Services System (ESS) and systems governed and administered by ESS such as the Iowa Land Records web site and applications, is governed and managed under an intergovernmental 28E agreement established by Iowa counties. An ESS Coordinating Committee has the authority under Iowa law and the ESS 28E agreement to establish standards, policies, and requirements for the delivery of electronic services, and all member counties are required under the 28E agreement to comply with all policies established by ESS. The scope of these policies includes but is not limited to the following.

1. The format, attributes and organization of data and images of recorded documents in ESS and member systems
2. Business rules and requirements for the management and maintenance of data and images of recorded documents in ESS and member systems
3. Specifications and procedures for the transfer of data and images from local county systems to the Electronic Services system including Iowa Land Records
4. Specifications and procedures for the exchange of information and business processes associated with the electronic filing and recording of documents through ESS including the Iowa Land Records E-Submission service

Official policies relating to these subjects are published in the Electronic Services System Policies and Procedures, and all ESS policies relating to the operations of a County, Iowa Land Records, a Service Provider or Service Provider System are incorporated herein by reference.

Business Functions and Operations

ESS has established and published the Electronic Services System API (ESS API) which provides for the form and method of exchanging information between ESS and any Service Provider System. The specifications for the ESS API are further described in Exhibit B.

Business and government functions performed through the ESS API by a Service Provider and Service Provider System in service to a County include the following.

- A. The transfer of correctly formatted and mapped data and images associated with recently recorded documents to ESS and Iowa Land Records database application and image repository. Counties are required to transfer a Complete Recorded Document to ESS and Iowa Land Records not later than three business days after the time of recording. Service Provider shall provide a mechanism for

- automatically transferring records which fulfill the definition of a Complete Recorded Document to ESS and Iowa Land Records. Such transfers, subject to the approval of a county recorder, shall be set to occur no less frequently than each business day.
- B. The transfer of data associated with a Fully Indexed Recorded Document to the ESS and Iowa Land Records database application and image repository. Counties are required to transfer all recorded document information which is archived in an electronic format. The data associated with a Fully Indexed Recorded Document shall be correctly mapped to the published and parsed data elements (with correct attributes) and shall be transferred to ESS and Iowa Land Records no less frequently than each business day.
 - C. The transfer of data updates for a Fully Indexed Recorded Document to the ESS and Iowa Land Records Portal application. Data updates include but are not limited to the correction of typographical errors in party names, location or legal descriptions or other information, the addition of new information such as an associated document reference or redaction annotations. New, updated, or corrected data associated with a Fully Indexed Recorded Document shall be transferred to ESS and Iowa Land Records not later than one business day after the data is archived in County and the Service Provider System.
 - D. The transfer of corrected replacement images associated with a Completed Recorded Document or a Fully Indexed Recorded Document to the ESS and Iowa Land Records Portal application. The transfer or replacement of an image requires the advance approval of personnel designated by ESS and Iowa Land Records. A County is required to maintain a permanent, unaltered archive of a recorded document, and may replace an image only in defined and authorized conditions.
 - E. The retrieval of document images, or the annotation information or metadata associated with images which have been redacted to remove personally identifiable information from the ESS and Iowa Land Records Portal application. The ESS API provides a method which may be called by a Service Provider and Service Provider System to retrieve redacted documents and redaction information for use by the County and Service Provider System.
 - F. The retrieval of information about electronically submitted documents which have been approved by a county recorder for recording from the ESS and Iowa Land Records E-Submission Service, and the provision of an interface through the Service Provider System to assign a recording number used by a County (instrument number and/or the book and page numbers, and the date and time of recording).
 - G. The return of the assigned recording number used by a County (instrument number and/or the book and page numbers), and the date and time of recording to ESS and the Iowa Land Records E-Submission Service through the ESS API. The information is used by ESS and Iowa Land Records to place a recording stamp on the document image.

- H. The retrieval of the stamped document image for archiving in the County and Service Provider System from the ESS and Iowa Land Records E-Submission service.
- I. The monitoring of response messages from the ESS and Iowa Land Records portal and the ESS and Iowa Land Records E-Submission Service
- J. The monitoring of response messages from the ESS and Iowa Land Records database application and image repository and the ESS and County Upload Service
- K. Corrective action with respect to any errors or issues which are identified in the response messages

The specifications for these operations are further described in the ESS API documentation and Exhibit B.

Service Provider ESS API Developments

Each Service Provider is responsible for developing and maintaining the necessary software and systems to facilitate the exchange of information between the County and Service Provider System and ESS and the Iowa Land Records system using the ESS API and the associated specifications and requirements published by ESS. Such software exists and is operational as the Term of this Agreement begins based on work performed in prior years. These Service Provider ESS API Developments by the Service Provider must be maintained to ensure that the exchange of information and the business functions described herein are performed successfully and timely. Therefore, an important element of this Maintenance and Support Agreement requires the Service Provider to maintain Service Provider ESS API Developments. As modifications are made by the Service Provider to the Service Provider System for any reason, Derivative Works may be required by the Service Provider to ensure that the exchange of information through the ESS API does not fail and continues without error or interruption.

As a part of the Maintenance and Support responsibilities, the Service Provider shall establish methods for maintaining and monitoring log files for the Service Provider ESS API Developments which may be used to diagnose and resolve any issues. All messaging between Service Provider System and Service Provider ESS API Developments and ESS applications through the ESS API shall be logged. All log files shall be maintained for a period of not less than thirty (30) calendar days. In the event that a processing error or failure occurs, Service Provider shall review the logs to identify to the source of the error or failure and to determine a resolution to the issue. When collaboration with ESS is necessary to resolve an issue, Service Provider shall provide ESS with a copy of the relevant event log via e-mail or FTP.

The Scope of Work includes activities which may involve troubleshooting and corrective steps with respect to Service Provider System when the exchange of information does not work as required or expected. Errors and failures may either be reported through

ESS API messages or by ESS or Iowa Land Records Personnel. The ESS and ILR team members will work collaboratively with Service Providers to identify and resolve any issues which affect the operations of ESS and Iowa Land Records. However, it is the Service Provider's responsibility to make any necessary changes, corrections or updates to Service Provider ESS API Developments and its integration with the ESS API.

ESS and Iowa Land Records Updates

ESS and Iowa Land Records is committed to remaining current with generally accepted industry standards for land records, real estate information, electronic recording and related systems including notary services. Standards will be continuously developed, adopted, and published by the Electronic Services System - based on standards adopted and published by the Property Records Industry Association (PRIA), the Mortgage Industry Standards Maintenance Organization (MISMO), other recognized standards setting organizations, and by ESS governing boards and committees.

ESS and Iowa Land Records is also committed to the implementation of appropriate industry security systems and protocols, and the security requirements of partner organizations including but not limited to the State of Iowa and federal agencies such as the Internal Revenue Service.

ESS and Iowa Land Records will also continuously seek to improve its applications and software including the ESS API.

From time-to-time issues may arise which are of mutual interest to ESS and the Service Provider. The resolution of such issues may require an update to the ESS API or JSON/XML. Subject to the mutual agreement of ESS and the Service Provider, a change or update may be developed and implemented.

As a part of the Maintenance and Support responsibilities, when ESS makes a change or update, it is required that the Service Provider will make any necessary and corresponding updates to the Service Provider System, any Derivative Works, and Service Provider ESS API Developments. Such changes are to be included in the Scope of Work under the Terms of this Agreement.

ESS Update Processes

ESS will provide Service Provider notice of any planned changes or updates to the ESS API, or to the JSON/XML. Such notice will be provided not less than 90 days prior to implementation. Service Providers will generally be provided with information about planned changes as a part of ESS and ILR quarterly updates and meetings.

ESS will work in collaboration with Service Provider concerning the scheduling of any release to facilitate the coordination of the installation with other work being

performed by the Service Provider. ESS will answer Service Provider questions and accept reasonable requests for changes in the time frame for testing and implementation. ESS will also consider a reasonable request from a Service Provider for modifications to an update, provided that the changes can be implemented by ESS and any other Service Providers.

Prior to the release of any update or change to the ESS API or JSON/XML, ESS will install the update or change in a staging environment for the purposes of testing. Each Service Provider will be provided with appropriate credentials to access the staging environment, and ESS strongly encourages Service Provider to test any update during the notice period, and to communicate any concerns or issues to ESS personnel.

The Service Provider should provide ESS administrators with notification in writing (email is acceptable) when any testing is complete and when they are ready to proceed with implementation. At the conclusion of any published notice or testing period, if Service Provider has not expressed any concerns or issues, ESS will assume that Service Provider has accepted the update and is prepared to move forward with the implementation of the change or update.

Changes or updates which require synchronous installation shall be installed in a Service Provider County within five business days.

Changes or updates which do NOT require synchronous installation shall be installed in a Service Provider County within thirty (30) business days.

ESS reserves the right to deviate from Update Processes described herein, and to require a change or update in the event that such an update is needed to address an unplanned and serious system failure or error.

Significant ESS Updates

If a planned change or update meets either of the following conditions, Service Provider may request supplemental compensation for such work subject to the mutual agreement of the Parties.

- a. a change or update planned by ESS will require significant and substantive development work far beyond what might be considered an incremental update or correction to a Service Provider System, any Derivative Works, and Service Provider ESS API Developments, and
- b. a planned change or update is not related to an ESS Business Function or Operation, the fulfillment of a new or updated standard, or current security standards as described herein.

County Recorder Support

In addition to ensuring the operation of Service Provider ESS API Developments and the integration of the Service Provider System with ESS through the ESS API, the Service Provider shall serve as the primary point of contact and support for issues relating to the operation of the Service Provider ESS API Developments and the successful implementation of the Business Functions and Operations described herein. The key functions which may require support and maintenance services to county recorders are summarized as follows.

- The transfer of current and historical Fully Indexed Recorded Documents to ESS including any updates or corrections
- The transfer of document information updates to ESS
- The retrieval of redaction document information
- The retrieval of documents through the ESS E-Submission Service and associated functions including recording, indexing and archiving the documents received
- Correcting errors, and addressing issues related to Service Provider ESS API Developments with respect to communication and integration with the ESS API

Service Provider shall provide county recorders and ESS with a technical customer support contact which should include a support e-mail address and telephone number, and a customer support web site if available. Service Provider shall also provide contact information for other roles including the following: general customer support, business and contract matters, billing, project management or system conversion managers.

Service Provider shall notify ESS administrators of all system issues or errors which may affect and require ESS investigation or action by submitting a report via email to support@clris.com. If the issue or error requires immediate attention, Service Provider shall also notify a customer support contact at a telephone number specified by ESS.

Service Provider and ESS each agree to use best efforts to maintain its systems and services in full effective operation for each County during 99.9% of the respective County Operating Hours, except for downtimes mutually agreed upon by ESS, the County and Service Provider, or downtimes arising from any disruption in Internet (ISP) services, or from causes beyond the control of the Parties. Service Provider and ESS will each make every effort to schedule system downtime outside of County Operating Hours. However, in the event that either Party is required to schedule downtime during County Operating Hours, the Party scheduling the downtime will collaborate with the Counties and with the other Parties to notify administrators, users and system technicians for work planning purposes.

The Parties agree to use commercially reasonable efforts to immediately identify and work to resolve disruptions to the Business Functions and Operations and disruptions to information exchanges through the ESS API.

The Parties agree to use commercially reasonable efforts to respond immediately to technical support incidents initiated by the other Party or by a County. The Parties further agree to use commercially reasonable efforts to address any interruption to service.

Service Provider shall, in collaboration with ESS and county recorders, seek to ensure the success of the ESS system.

In the event that the Service Provider is unable to resolve any issue affecting Business Functions and Operations, Service Provider shall immediately contact ESS at the specified telephone number or email address. The Service Provider shall provide both a concise summary and a detailed description of the problem. All applicable log files and related ESS API request/response files shall be timely provided to ESS.

After receiving the pertinent information from the Service Provider, ESS personnel will review the information and assist as practicable. ESS shall contact Service Provider at a specified telephone number or email address. ESS shall provide to the best of their ability a concise summary and a detailed description of the problem. All applicable log files and related ESS API request/response files will be timely provided to the Service Provider.

E-Recording Fees

It is the responsibility of the Service Provider to ensure that the correct recording fees and related information for an ILR E-Submitted document can be correctly inserted into the Service Provider System including any cashiering functions, whenever applicable.

County Recorder Support Exclusions

This Agreement does not apply to maintenance or support for the operation of the Service Provider System, e.g., local land record management system. Maintenance and support for the basic operation of Service Provider System shall be the responsibility of the Service Provider under the direction of an individual County or county recorder.

This Agreement does not apply to any training provided to a County, county recorder or their employees with respect to the interface between the Service Provider System, Derivative Works, or Service Provider ESS API Developments and the ESS systems. Training shall be the responsibility of the Service Provider under the direction of an individual County or county recorder.

This Agreement does not apply to activities relating to the parsing of names or legal (location) descriptions, or other necessary changes to the indexing data or other data associated with recorded documents. Such activities shall be the responsibility of an individual County or county recorder.

This Agreement does not apply to activities relating to the electronic indexing or image conversion of historical records. Such activities shall be the responsibility of an individual County or county recorder.

Upon the request of a county recorder, the Service Provider shall generally advise and assist with efforts to ensure access to sufficient bandwidth to transmit and receive Data and Images through the ESS API. However, each County will be responsible for acquiring any necessary hardware, software or Internet services or technical assistance services required to support communications between the County, Service Provider System and ESS systems.

Reports

Service Provider shall provide each Service Provider County with a method or tool for creating a report concerning the transfer of data and images to the ESS and Iowa Land Records database application and image repository during the previous business day. The reports should include the following information, when possible.

- Summary information about the number of Complete Recorded Documents and Fully Indexed Recorded Documents successfully transferred to ESS and Iowa Land Records during the previous business day.
- A table showing the document reference number and/or Book and Page associated with each document (or index update) successfully transferred to ESS and Iowa Land Records during the previous business day
- A table showing the document reference number and/or Book and Page associated with each document for which the transfer to ESS and Iowa Land Records failed during the previous business day, along with any error message returned by ESS and Iowa Land Records to the Service Provider system.
- If no records were transferred by a Service Provider County during the previous business day, the report should include a message similar to the following: "Alert – No records were transferred to ESS and Iowa Land Records during the previous business day. Please contact [service provider contact information] for assistance.

Service Provider agrees to work in collaboration with ESS to define and develop the reports described above.

Service Provider shall provide a periodic report via email (support@clris.com) which summarizes any notable activities or issues which have required an unusual level of support services during the previous period, and a summary of any issues communicated to the ESS development team.

Service Provider shall annually provide a report regarding each Service Provider County. (Exhibit C) The report shall include the following information.

- The name of the County
- The IP address used by the Service Provider to exchange County information with ESS and Iowa Land Records
- The Product Name of the Service Provider System, and any version number if applicable
- If the Service Provider System is hosted, the general location of the hosted system, or the hosting service, if applicable
- The names, addresses, e-mail addresses and phone numbers of appropriate personnel (or support systems) for business issues, billing, customer support and technical support.

Additional reports shall be provided to ESS upon request subject to the mutual agreement of the Parties.

Periodic Service Provider Meetings/Conference Calls

Service Provider shall to the best of their ability ensure that a representative will participate in ESS Service Provider conference calls. Conference calls will generally be scheduled quarterly or as needed.

When necessary, ESS may convene face-to-face meetings at mutually agreeable locations and times. ESS will reimburse participants for actual travel and lodging expenses. Compensation for professional time dedicated to the meeting may also be provided subject to mutual agreement. The terms of such reimbursement shall be specified by ESS at the time plans for any face-to-face meetings are announced.

ESS Quality Assurance Activities

From time to time ESS and Iowa Land Records will conduct a review of the data and images for an individual County to ensure the accuracy and completeness of the information transferred to ESS and Iowa Land Records. The Service Provider may be asked to assist with related activities as needed, such as the provision of simple reports which may be used for comparison. The extent and timing of such activities shall be subject to the mutual agreement of the Service Provider, the county recorder, and ESS and Iowa Land Records.

Service Provider System Conversions and Migrations

While Service Providers and Service Provider Systems must conform to the requirements of the ESS Policies and Procedures and the Terms and Conditions of this Agreement, it is the responsibility of the County to select the company or organization to serve as the land record management system vendor or Service Provider for the County. From time to time a County may choose to work with their Service Provider to implement a conversion from one product or version of a product to another, or a County may choose to implement a migration from one Service Provider System to another system offered by a different Service Provider.

In circumstances involving either a Conversion or a Migration, it is required that the Service Provider work in collaboration with ESS and other parties, including other Service Providers which provide land record management Service Provider Systems, to ensure that the Conversion or Migration is successful. Further, the Service Provider is required to communicate with ESS and to engage in any necessary development and testing to ensure that the Service Provider ESS API Developments conform to all ESS and Iowa Land Records Requirements and to validate that Service Provider System is correctly configured to successfully exchange information with ESS and Iowa Land Records. Activities required by the Service Provider to fulfill these requirements shall include the following.

1. When a County and a Service Provider reach an agreement to migrate from one Service Provider to another, or to convert from one product or product version to another product or product version, the Service Provider will notify and supply to ESS the planned time frame for implementation of the conversion or migration in a timely fashion. The planned time frame should include development, testing, implementation, and any anticipated times when County recording functions or communication/transmittal with ESS processes may be disrupted.
2. With respect to testing, Service Provider shall inform ESS and Iowa Land Records when active testing is underway. Using credentials provided to the Service Provider by ESS, the Service Provider shall use the ESS and Iowa Land Records staging environment to test and validate the exchange of information. Assuming that proper advance notice is provided as described in Section 3 herein, ESS personnel will assist with testing and data verification.
3. The Service Provider shall test the Business Functions and Operations described in Exhibit A. More specifically, Service Provider shall do the following.
 - a. Verify with ESS that they are connected to the correct staging web pages with the correct credentials and verify that the credentials are being used to access the staging environment from an identified and static IP address.

- b. Verify that data and images can be transferred to the staging environment without error.
- c. Verify that the County Data, specifically the document types, are mapped correctly to the ESS and Iowa Land Records approved PRIA document types. It is recommended that the Service Provider provide ESS and Iowa Land Records personnel with a complete mapping table for review and approval prior to active testing. All document types must be validated in testing.
- d. Verify that parsed name and legal or location description information is mapped to the correct ESS and Iowa Land Records JSON/XML data elements with the correct attributes.
- e. Verify that all other County Data, including but not limited to associated references, consideration amounts, instrument dates, parcel identification numbers (if present), and image annotations and redaction annotations (relating to the presence or location of personally identifiable information (PII) in a document), are mapped to the correct ESS and Iowa Land Records JSON/XML data elements with the correct attributes.
- f. Verify that certain information is NOT transferred to ESS and Iowa Land Records including vital records and military status information.
- g. Verify the implementation of a Conversion or Migration will retain the existing ESS and Iowa Land Records ILR Unique Code Value for previously recorded documents. Modifying the Unique Code Value for any archived document is prohibited. Changes in the format of Code values for day-forward recorded documents shall be timely communicated to ESS and Iowa Land Records personnel. A Service Provider may, subject to the approval of ESS, request consideration for assigning new Unique Code values to existing documents, provided that the Service Provider can demonstrate the capacity to provide a one-to-one mapping for every document showing the current Unique Code value and the proposed new Unique Code value. In a form and time specified by ESS, the Service Provider is required to provide a mapping table so that it may be used to correctly modify the values in the ESS and Iowa Land Records System.
- h. Verify that transfer processes to ESS and Iowa Land Records may be set to occur programmatically (without Recorder intervention) daily when a document has a status of Complete Recorded Document. Processes for manually sending data and image updates to ILR shall also be tested and verified. Note, updated or replacement images may not be transferred except with the advanced approval of designated ESS personnel.
- i. Verify that the County and the Service Provider System is able to programmatically check for redacted document information from ESS and Iowa Land Records and verify the operation of methods for retrieving either redacted images or the redaction coordinates.

- j. Communicate any other unique issues or circumstances with designated ESS and Iowa Land Records personnel. For example, communicate whether the Service Provider System requires a TIF image format, a single page, or a multipage format.
 - k. Verify that the image formats have the correct compression type and conform with other format requirements, i.e., the following image compression formats are prohibited: LZW, Old Style JPEG, JPEG, JBIG, Packbits or other formats which do not conform to the specified Group 3 or Group 4 options.
 - l. Verify the methods for checking for ILR E-Submission documents with a status of "Ready For Download".
 - m. Verify the methods (and timing) of downloading data and images for e-filed documents.
 - n. Verify the methods for assigning recording reference numbers and recording dates and times to downloaded e-filed documents and returning the required information to ILR.
 - o. Verify the methods for retrieving stamped or re-stamped document images from ILR E-Submission are verified, as is the method for archiving the document in a County.
 - p. Verify that a document downloaded and archived from the ILR E-Submission service will then be transferred to the ILR Portal when the document achieves a status of Complete Recorded Document or Fully Indexed Recorded Document.
4. Upon the completion of testing and verification, ESS and Iowa Land Records will timely provide the Service Provider with a written notice of acceptance.

Exhibit B: Specifications and Performance Standards

ESS requires that all Service Providers integrate with ESS and the Iowa Land Records system through the ESS API (web services). The Service Provider System and any Derivative works must communicate with ESS through the ESS API. The ESS API provides a means for presenting raw functions to interact with data and processes at ESS and Iowa Land Records. Unlike the legacy client model (known as the LCM), the ESS API does not manage the scheduling and timing of web service calls; calling the web service methods in the correct order; logging; data validation; error handling and reporting; and the marshalling and unmarshalling of XML or JSON. These functions must be performed by the Service Provider ESS API Developments created by the Service Provider.

In summary, the Service Provider ESS API Developments created and maintained by the Service Provider must manage and coordinate the following functions.

- The scheduling and timing of web service method calls
- The sequence of web service methods to ensure that processes are executed in the correct order
- Logging
- Data Validation
- Error handling and reporting
- Marshalling and Unmarshalling of XML or JSON

ESS will provide Service Provider with the necessary credentials and settings to access the ESS API and make any necessary web service calls.

ESS API Web Service Specifications

The ESS API documents are intended to be living documents that will be updated periodically by ESS and Iowa Land Records technical staff in order to relay current requirements to consumers of ILR Web Services. Notice of changes to these documents will be provided to Service Providers as changes are made, subject to the ESS Update Processes described in Exhibit A. The ESS API for the ILR E-Submission service and ILR County Upload service can be found at the following locations:

CUAPI - <https://staging.iowalandrecords.org/search/services/county/swagger-ui/index.html>

CESAPI - <https://staging.iowalandrecords.org/esubmission/services/county/swagger-ui/index.html>

ESS is available to assist Service Providers with testing and implementation. Service Providers are encouraged to schedule time proactively with advance notice to the ILR development team for technical assistance and testing.

Service Provider agrees to complete integrations with the CESAPI and CUAPI, and to conform to these deadlines and requirements.

JSON

In order to simplify the handling and exchange of data through the County Upload Rest API (CUAPI), ESS is adopting JSON (JavaScript Object Notation). It provides a lightweight data-interchange format that all service providers should be able to use. When and if a standard is adopted, service providers should expect that ESS will move toward the adoption of a published standard.

Service Provider ESS API Developments – Processes

Service Provider ESS API Developments for exchanging information with the ESS API should be configured to run whenever the Service Provider System is operating, and if the Service Provider System is restarted for any reason, Service Provider ESS API Developments should also be configured to restart. Business Functions and Operations described in Exhibit A and which are to be fulfilled by processes incorporated within Service Provider ESS API Developments include the following.

ESS and Iowa Land Records County Upload and E-Submission Processes

- The transfer of information relating to recorded documents in electronic format to the ESS and Iowa Land Records portal using the specified ESS API and JSON. This process will track the UniqueCountyRequestID for each message and automatically schedule the corresponding status process until all submitted messages have received a final disposition status.
- The notification to the county recorder that an electronically submitted document is ready for review in the ESS and Iowa Land Records E-Submission service. This process returns a status message indicating whether groups exist in the 'Ready for Recorder' state.
- The downloading of 'Recorder Approved' submissions from the ESS and Iowa Land Records E-Submission service. This process also downloads re-stamped documents.
- The process of sending newly assigned indexing information to the ILR E-Submission server in order to affix a recording stamp to the first page.
- The downloading of 'Stamped' submissions from the ESS and Iowa Land Records E-Submission service. This process downloads the image of recorded and stamped documents.

Note: For messaging in the ILR E-Submission service, the sequence of a download shall be based on the sequence id in the submission.

E-Submission Stamp Correction Process

In certain circumstances it is possible that an electronically recorded document may be stamped incorrectly. Recorders may correct this error with a new stamped image created by providing the corrected stamp data points through the ESS and Iowa Land Records E-Submission user interface. This error correction process is only available after a group has been previously and successfully recorded. A corrected document image is made available to the original submitter, and it is made available to the County and the Service Provider System for download through the ESS API.

The Service Provider System may either programmatically monitor the ESS API for images with corrected recording stamps, or manually call the ESS API, and retrieve and archive the corrected image in the County and Service Provider System. The format of the available image will be the TIFF version as specified by the County and the Service Provider.

Scheduling Available Processes

The Service Provider is responsible for the timely processing of all messaging transactions. In order to facilitate the timely processing of related messaging, Service Provider ESS API Developments shall include methods for programmatically scheduling all messaging processes.

Web Service Call Limitations

Web services calls to the ESS API may be subject to limitations in order to prevent abuse from excessive or unnecessary demands on resources for the ESS API or for Service Provider ESS API Developments. Web service calls are counted per endpoint key and IP address. When using the default endpoint URL, the limit is one call per thirty (30) second interval. When the limit is exceeded, the API will return an error.

Data Validation

ESS and Iowa Land Records have established various policies and standards relating to the organization and formatting of data (see ESS Policies and Procedures). These policies govern a number of topics including but not limited to the indexing of grantor/grantee names, the parsing of name information, the parsing of legal or location description information, and the mapping of certain information maintained by a County through a Service Provider System to the format specified by ESS such as document types.

As a part of the Maintenance and Support responsibilities, the Service Provider shall validate that the data exchanged with ESS and the Iowa Land Records system as well as the JSON container for the data conform to these policies. At a minimum, any data,

including embedded data such as document images, shall conform to this requirement. The Service Provider is also encouraged to work with client Counties to ensure that the data maintained in the Service Provider System also conform with these policies.

Monitoring ESS API response messages

The Service Provider is responsible for monitoring all response messages returned from the ESS API. In addition to the normal messages associated with the execution and completion of the Business Functions and Operations described herein, the Service Provider shall actively monitor all error and failure messages. The receipt of an error or failure message shall trigger an alert to a Service Provider technical account or user so that remediation and mitigation steps can be timely implemented. Whenever necessary, the Service Provider shall make necessary changes and updates to Service Provider ESS API Developments in order prevent the reoccurrence of any error or failure. If issues are identified which indicate that the source of an error or failure is the ESS API, the Service Provider shall immediately submit a support request to support@clris.com or by calling 1-888.790.2246.

Generally, the Service Providers should use existing tools and processes to monitor information transfers and to diagnose the reason for failed uploads. Monitoring should be timely, and extended periods of failed information transfers should not occur. Status checks are being run shortly after the upload process occurs (within minutes). Similarly, after a fix is implemented, service providers should be able to confirm resolution through the API by invoking the “archiveStatus” function to verify it returns a Posted status.

The current ESS API provides an “archiveStatus” function that returns the status of an upload provided it reached the ILR web service interface – either Received, Posted, or Failed. If “Failed” is returned, additional messages are returned within the response.

For more information about web service functions, see “*County Upload and E-Submission Web Service Timing*” in the Other Specifications and Technical Requirements section.

Operation of Service Provider ESS API Developments

Service Provider ESS API Developments for exchanging information with the ESS API should be configured to run whenever the Service Provider System is operating, and if the Service Provider System is restarted for any reason, Service Provider ESS API Developments should also be configured to restart.

XML

Until Service Provider API Developments are migrated to CESAPI (County E-Submission) and CUAPI (County Upload), all Messaging between a County, Service Provider System and Service Provider ESS API Developments, and the ESS Iowa Land Records applications must be valid XML documents according to published DTD or Schema specifications. During the transition period it is required that Service Provider ESS API Developments be capable of processing all valid XML files associated with Service Provider responsibilities in a County (processing and archiving data and/or images).

The current specification for XML messages and the contained PRIA_DOCUMENT content (including embedded files) can be accessed via the following DTD's:

PRIA Document

http://iowalandrecords.org/portal/dtd/ESS_PRIA_DOCUMENT.dtd

PRIA Request

http://iowalandrecords.org/portal/dtd/ESS_PRIA_Request.dtd

PRIA Response

http://iowalandrecords.org/portal/dtd/ESS_PRIA_Response.dtd

Programming Language

Service providers may use a programming language of their choice to handle the integration. However, the choice of technology should take into consideration the stability and durability of the language. For purposes of managing ongoing maintenance and support functions, solutions utilizing languages not in the mainstream should be avoided. Current implementations utilize .Net, Java, and Powerbuilder. Service providers should advise of any current programming tools in use. ESS is not responsible for providing service providers sample integration code but may do so as a courtesy to the Service Provider.

Testing

As noted in Exhibit A, ESS provides a staging environment for the Service Provider for developing and testing their integration code. ILR encourages use of this functionality and will provide a reasonable amount of test data for the service provider to use. Service Providers shall communicate with ESS personnel about testing activities including the time of testing, the functions being tested, the sample county credentials being used for testing (if applicable), and the public IP address of the devices being used in the testing process. Service providers who are known to be actively testing will be notified of any staging environment down time.

The locations of the ESS and Iowa Land Records staging services are:

ESS and Iowa Land Records E-Submission WSDL:

<https://staging.iowalandrecords.org/esubmission/services/ESubmissionClientService?wsdl>

ESS and Iowa Land Records E-Submission service:

<https://staging.iowalandrecords.org/esubmission/services/ESubmissionClientService>

ESS and Iowa Land Records E-Submission site:

<https://staging.iowalandrecords.org/esubmission/>

ESS and Iowa Land Records Portal WSDL:

<https://staging.iowalandrecords.org/xmlservice/services/PortalClientService?wsdl>

ESS and Iowa Land Records Portal service:

<https://staging.iowalandrecords.org/xmlservice/services/PortalClientService>

ESS and Iowa Land Records Portal site:

<https://staging.iowalandrecords.org/portal>

Before moving to production, Service Providers will be given a list of processes to test and will be required to demonstrate that their client systems function as specified by the ESS API documents. If the validation process is not successful, development work will continue until the requirements are met. If this validation process is successful, arrangements will be made between ILR staff and the Service Provider to promote the integration code to production.

Other Specifications and Technical Requirements

There are a number of other specifications and technical requirements, in addition to the specifications and requirements relating to the exchange of information between a County, a Service Provider System, Service Provider ESS API Developments and ESS applications through the ESS API. These other specifications and requirements are described below.

_Code Values

A Unique Code Value is a reference value assigned to a document by a County, county recorder or Service Provider which uniquely identifies each document within a County and which associates indexed document information with an archived image of the document or instrument. Every document archived by a County in a Service Provider system, whether locally or in a hosted environment, must have a permanently assigned unique code value. The purpose of this code value is to assure that every document can be uniquely identified and distinguished from all other documents in a county regardless of year.

For counties that elect to use services from different indexing and imaging providers, the Service Providers shall jointly be responsible for accurate and consistent assignment of <PRIA_DOCUMENT Code=""...> Values. The "Code" value is used to link index and image information for the ESS Search application. Without matching "Code" values for a given County's unique document, the image information will not be displayed.

ESS Policies and Procedures require that unique code value for each document be permanently assigned and remain unchanged even if there is a change in Service Provider. See Section 3.7(9) of the ESS Policies and Procedures. "In the event that a County changes the indexing or imaging service, as applicable, the County and the new service provider shall retain any previously assigned Unique Code Value for each document and any Unique Code Value for associated documents."

While not a requirement, ESS encourages Counties and Service Providers to use the following unique code value convention for documents which are recorded in the future: a character string with the following elements: county number, year of recording, and the document reference number assigned to each document in the County and Service Provider System.

County Upload and E-Submission Web Service Timing

In order to ensure the availability of ESS system resources for county recorders, Service Providers and registered users, the following timing requirements apply to the frequency of calls Portal and E-Submission web service communications.

E-Submission Web Service (CESAPI)

Typical business hours for county recorders fall within the range of 6:00 AM CST to 6:00 PM CST. Web service calls to the ESS and Iowa Land Records E-Submission service should, in most circumstances, occur within this time frame. E-Submission documents should not be processed outside of those hours.

Calls to the ESS and Iowa Land Records E-Submission service shall conform to the following frequency guidelines:

findReadyForRecorder - Maximum frequency of calls: once every two minutes.

findReadyForDownload - Maximum frequency of calls: once every two minutes.

downloadDoc - Maximum frequency of calls: as needed based on the results of findReadyForDownload.

submitStampInfo - Maximum frequency of calls: as needed based on the number of E-submission documents that have been downloaded via downloadDoc

County Upload Web Service (CUAPI)

Frequency requirements for web service calls to the ESS and Iowa Land Records Search application (County Upload) are applicable 24/7/365. Calls to the ESS and Iowa Land Records Portal shall conform to the following frequency guidelines:

archive - Maximum frequency of calls: as often as deemed necessary by the county to archive documents; Minimum frequency of calls: once per business day to archive documents. Newly archived documents are transferred for redaction services each night. It is recommended that all recently recorded documents be archived to the ESS and Iowa Land Records portal no later than 11:00 PM each weeknight to ensure timely redaction processing.

archiveStatus - Maximum frequency of calls: as needed based on the number of archives processed, and prior status checks

sendAudit - Maximum frequency of calls: as needed based on the county policy to transmit document audits.

auditStatus - Maximum frequency of calls: as needed based on the number of audit records processed, and prior status checks.

findRedactionReady - Maximum frequency of calls: once per hour.

downloadDoc - Maximum frequency of calls: as needed based on the results of findRedactionReady.

auditDocument - Maximum frequency of calls: at the Service Providers discretion. However, ESS and Iowa Land Records reserves the right to require Service Provider to alter the request schedule if it is determined that frequency is impacting system performance or if repeated excessive auditing occurs. For example, there is no need to audit the entire county inventory of documents every day or even every week.

Imaging

ESS has established the Adobe PDF format as the standard for document imaging for the display of images at iowalandrecords.org. However, images received from and delivered to local county systems shall be in TIFF format compatible with local imaging systems.

ESS and Iowa Land Records Search Application

The images submitted for inclusion in the Iowa Land Records (ESS) database are to be provided in valid TIFF format by the Service Provider. The Service Provider shall also ensure that the TIFF images provided to the Iowa Land Records (ESS) system are properly oriented for reading and shall assist county recorders with efforts to properly orient document images when they are initially scanned and archived in local document

image systems. TIFF images may be provided as single or multi-page format consistent with the manner in which documents are archived for local systems. The TIFF images submitted must be the original un-redacted versions.

All embedded files transferred to the ESS and Iowa Land Records Portal must be B64 or UU encoded, and otherwise conform to the specifications published in the ESS API. Images shall not be transferred as Packed Bits, LZW, OJPEG formats. If Service Provider efforts to convert images to supported formats are unsuccessful, ESS will attempt to assist if possible.

TIFF Image Format

It is the responsibility of the Service Provider to notify ESS and Iowa Land Records of the specific TIFF format (single or multi-page) applicable to each of the Service Providers Counties, including any variances in TIFF format by date range. Images to Counties and Service Provider Systems will be in TIFF format compatible with local imaging systems.

In the event that a county transitions to a different local Service Provider for land record management services, it is the responsibility of the new Service Provider to notify ESS and Iowa Land Records of any activities affecting the TIFF format for documents which were recorded and archived prior to the conversion to a new system and new Service Provider. See the section titled "Service Provider System Conversions and Migrations."

E-Submission Images

The embedded file(s) in all submissions downloaded from the ILR E-Submission service will be in TIFF format. The format will conform to the format requested by the county.

Recording Information for E-Submission Documents

When a document submitted through the ESS and Iowa Land Records E-Submission service is recorded, the Service Provider shall update the following data points, when applicable, in the JSON document and return them to the ESS and Iowa Land Records ILR E-Submission service through the ESS API.

Book and Page
Instrument Number
Number
Page Range
Recording Date and Time
Unique Document ID

TLS

Service Provider shall ensure that the integration and communications with ESS and Iowa Land Records systems will conform to TLS 1.2 or above. TLS 1.0 is no longer permitted. This requirement includes automated messaging between systems.

Recording Date and Time

All recording date information transferred to ESS and Iowa Land Records shall include the following: yyyyMMdd:HH:mm:ss:SSS. This is assuming that the Service Provider Counties have entered the above information in their files. It is the County's responsibility to correctly enter the complete information for transmittal. The Service Provider System shall provide the ability to do so. This requirement applies to all documents recorded on or after July 1, 2013. No updates are required for documents recorded or transferred to ILR prior to July 1, 2013.

DRAFT

May 8, 2026

To: ESS Coordinating Committee

From: Jammie Hoffman, Executive Director

Re: Extending Enterprise Iowa contract - Approval

Background

ESS/ILR has an existing contract with Enterprise Iowa that expires on June 30, 2026.

ESS/ILR has an active project (Notification System) that is using project management services from Enterprise Iowa. The current contract extends services to transition the business management to the Executive Director and provide technical assistance where necessary.

While the transition will be completed by June 30, the notification system will not launch until October 2026.

It is being requested that the EI contract be extended to December 31, 2026 to facilitate the launch of the notification system and help monitor and address any issues post launch. Additionally, the Executive Director would like to continue to meet with the EI President as business questions and issues arise.

We request your approval to move forward with signing the extension contract through December 31, 2026.

Thank you!

Contract Terms and Conditions

Amendment Number 3

This 3rd amendment to the Agreement for Consulting Services (Agreement) made and effective as of January 1, 2022 by and between the Electronic Services System (ESS) and Enterprise Iowa, Inc., a company organized under the laws of the State of Iowa (Service Provider). The parties agree to amend the agreement as provided in Section 2 to modify the Terms of the Agreement.

1. Term. Section 4 is amended to extend the Term of the Agreement. The Section is amended by appending the following new paragraph:

The term of this Agreement may be extended for an additional six (6) months, individually, through December 31, 2026, subject to the approval of the Chair of the ESS Coordinating Committee.

3. Schedule A – STATEMENT OF WORK. Schedule A-Statement of Work is amended by appending the following new paragraph:

– **Supplemental Services**

The Project Manager will assist ESS and Iowa Land Records system as determined by the Chair of the ESS Coordinating Committee and the ESS Executive Director. The Scope of work may include but is not limited to the following:

- Continue to provide project management services related to the creation of a property notification system
- Continue to provide transitional assistance with respect to the operations of ESS and Iowa Land Records
- Other duties as identified by the Chair and Executive Director, subject to mutual agreement.

IN WITNESS WHEREOF, in consideration of the mutual covenants set forth above and for other good and valuable consideration, the receipt, adequacy and legal sufficiency of which are hereby acknowledged, the parties have entered into the above Amendment to the Agreement and have caused their duly authorized representatives to execute this Amendment to the Agreement.

Electronic Services System

Service Provider

By: _____
Name: Jamie Stargell
Title: Chair

By: _____
Name: Phil Dunshee
Title: President

Date: _____

Date: _____

May 14, 2026

To: ESS Coordinating Committee
From: Kristen Delaney-Cole, ESS Communications Coordinator
Re: Iowa Land Records Website Update

As part of the Iowa Land Records website refresh project, ESS formed a Website Focus Group consisting of County Recorders and Recorder Deputies from across Iowa. Participants volunteered through a statewide survey distributed to recorder offices and are helping guide the organization, usability, and accessibility of both the public-facing Iowa Land Records website and the password-protected ICRA Resource Hub.

The focus group was established to provide direct user feedback throughout the development process and testing. Participants in the focus group have completed guided navigation exercises using worksheets, surveys, and discussion sessions that examine how Recorder Offices, industry professionals, and the public interact with IowaLandRecords.org. Initial review sessions have also included walkthroughs of preliminary webpage layouts, navigation concepts currently in development and evaluating the password-protected resource pages for recorders currently referenced as the ICRA Hub.

ICRA Resource Hub Feedback

Feedback collected through the larger Recorder Resource Hub survey received 66 responses statewide and identified several consistent priorities. Common themes included:

- Simplified navigation and hub login location
- Faster access to frequently used documents and procedures
 - Recorders Manual
 - Conference documents
 - ICRA Recorder's Directory PDF
- Grid category layout with a focus on separating ICRA and ILR resources

One important insight that came forth through the large survey and focus group discussion is that many recorders do not regularly access the Hub or public-facing website even when searching for a specific document.

Initial focus group reviews of the public-facing website identified several opportunities to improve navigation and content organization. Early feedback has focused on:

- Clarifying account registration pathways
- Reducing the number of clicks required for common tasks
- Improving visibility of County Recorder Office information

Feedback from the focus group reinforced that website visitors generally understand the purpose and value of Iowa Land Records, but navigation and storytelling can be improved to better support users who are unfamiliar with the system or access resources on occasion.

Next Steps

The website refresh project remains focused on improving accessibility, responsiveness, organization, and navigation while maintaining current messaging and branding.

Throughout the remainder of the project, the focus group will continue to share insights and testing through guided assignments, surveys, and active group discussion as updated pages are developed. Feedback and testing will continue through May into June, including an in-person workshop prior to launch.

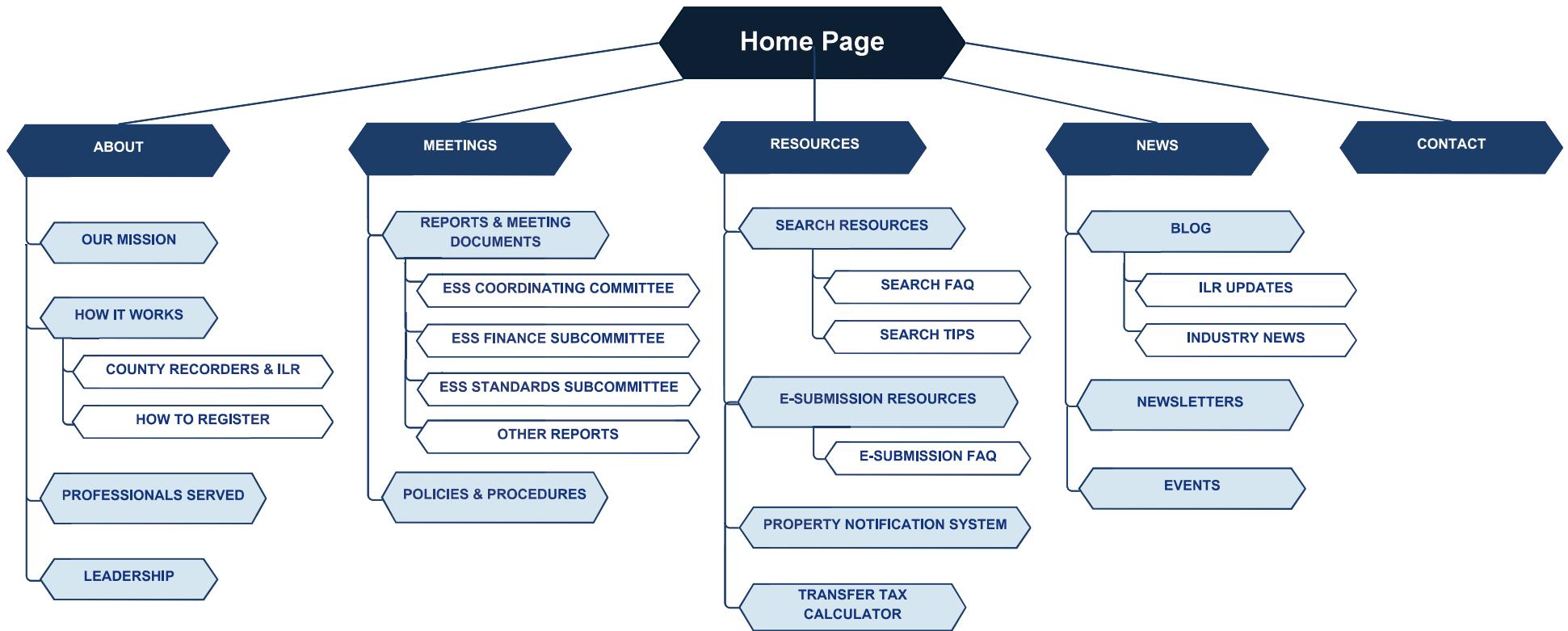
Focus Group Members

- Ann Ditsworth, Dickinson County Recorder
- Ann Sweeney, Dubuque County Recorder
- Sheri Jones, Jones County Recorder
- Nancy Booten, Lee County Recorder
- Amie Griesse, Lyon County Recorder
- Susan Ruppert, Palo Alto County Recorder
- Lindsay Campbell, Pocahontas Deputy County Recorder
- Katie Carlton, Union County Recorder
- Jayne Schultz, Winneshiek County Recorder

Focus Group Working Sessions

- Review Session 2 – May
- In-Person Workshop – June
- Final Testing Session – June

2026 ILR Website update



CATEGORY GRID



Iowa Land Records Website Refresh Project Update

To help guide the website refresh project, ESS collected statewide survey feedback and formed a Website Focus Group consisting of County Recorders and Recorder Deputies. Feedback activities included guided navigation exercises, worksheets, surveys, live review sessions, and group discussion focused on both the public-facing Iowa Land Records website and the password-protected ICRA Recorder Resource Hub.

66 ICRA Hub Survey Responses	9 Focus Group Members	2 Systems Reviewed (Public & Hub)	May–June Active Review & Testing Timeline for Focus Group
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How Feedback Supports Website Refresh Direction

Project Goal	Feedback Reinforcing Direction
Simplify navigation	Reported difficulty locating common tasks and documents
Improve accessibility	Participants identified layout issues, mobile view access, and outdated materials
Clarify registration pathways	Feedback identified confusion regarding sign-up and login locations
Improve Recorder visibility	Focus group emphasized the importance of County Recorder information and return of Search Tips
Modernize organization	Survey participants preferred category grid and anchor menus

General Survey Insights

- Need for simplified navigation and fewer clicks
- Desire for faster access to commonly used procedures and materials
- Support for clearer organization of Recorder resources and training information
- Preference for category-grid style layouts and modernized organization

Refined Focus Group Insights

- Public users generally understand the purpose of Iowa Land Records, but pathways can be clearer
- Recorder Office information and support resources should be more visible
- Existing transparency resources and historical information remain important to maintain
- Task-based testing is helping identify usability gaps for both occasional and experienced users

May 14, 2026

To: Jammie Hoffman
ESS Executive Director

From: Phil Dunshee

Re: Notification System Update

May 10, 2026 marked the completion of Phase 1 of the notification system development project. During this phase ESS and Cott worked together to plan and document the technical foundation for the project, including architecture confirmation, schema design, indexing approach, API integrations, initial ILR staging integration boundaries, and service scaffolding.

Much of this work involved bringing the Cott Team up to speed on ILR systems and architecture, the database schemas, the functions of the ILR search application and more. The result was a plan to create six database tables and tie them together to match notification profile names with recently indexed grantor/grantee names through a Matching Service. Once identified, the newly created notification system would generate notification emails to the appropriate users through the existing ILR email system. ILR has provided a full set of data for Cott to use in development and testing. The following is a short list of key elements to be developed.

- Users will be enabled to set up multiple name profiles, each focusing on a particular grantor or grantee name (parsed first/last name, full name or organization name).
- Notification profiles will allow for the use of a “starts with” wildcard* in the same way that the current ILR search application operates.
- A daily process will identify the documents uploaded to ILR by each county. The key factor will be the “index_received_time” for recently recorded documents. This method will help account for edits made by recording offices to grantor/grantee names and for any lag times in uploading documents to ILR.
- The Matching Service will then compare grantor/grantee names with any notification profile names. An algorithm will be implemented to prevent duplicate name notifications.
- Processes will occur overnight to avoid any impact on ESS and ILR services during regular business hours.
- A rolling 12-month history of notification information will be retained for display to notification users, and a more permanent longer-term archive will be created for use by the ILR team.
- Notification emails will be generated which integrate positive name matches into appropriate email message templates. Every matching name notification would be presented to a user in one email.
- Email addresses for users with notification profiles will be derived from the user’s email for the ILR central authentication service. A separate email table for notification users will not be required.

Phase 2 started on Monday, May 11, 2026 and will continue through June 7, 2026. During this period the notification system CORE services will be created including the six database tables and the Matching Service. The Cott and ILR teams will also be collaborating to better define and design several administrative functions and the necessary user interfaces. Wire frame illustrations of the user interface will be created for sharing at future ESS and ICRA meetings.

In addition to these core functions, the ILR team will be working on changes to mitigate issues relating to the deactivation of users due to lack of use. These features may include the following:

- Email reminders to users to log in and maintain their active status. Notification profiles will remain active as long as the user account remains active. Two email reminders are proposed with an interval of 30 days and 7 days prior to the expiration of an active account.
- Reports would be created to inform ESS administrators of emails which fail.
- Deactivation policies will be reviewed. It is proposed that accounts for users enabled for search, and who are NOT in ESUB administrator or ESUB accounting roles will have one year to keep their accounts active by logging in (compared to the current 120-day requirement). The minimum time period for updating passwords would be extended from 90 days to six months. Because ESUB administrator or ESUB accounting roles have access to payment functions, the current active user account and password update requirements will continue.

During Phase 1, a decision was made to not constrain the number of counties which can be searched through the database structure. However, an evaluation of how to handle profile constraints will occur when work begins on the user interface. High volume searches may result in many “false positives” and a best practice may be to search only in counties where relevant property exists.

There is much work to do in this critical Phase 2 period, and we look forward to working with the Cott team on these next steps. I will be pleased to answer any questions at the upcoming ESS meeting.